

Enel X Demand Response Participation Guide



Welcome to Demand Response with Enel X!

On behalf of the entire team, thank you for committing to support a more flexible, reliable electric grid system.

We'd like to provide you with an overview of how demand response works, help you set expectations for your team to achieve long-term success, and provide resources to support your ongoing efforts.

In this guide, you will find information regarding:

The Demand Response Program Cycle

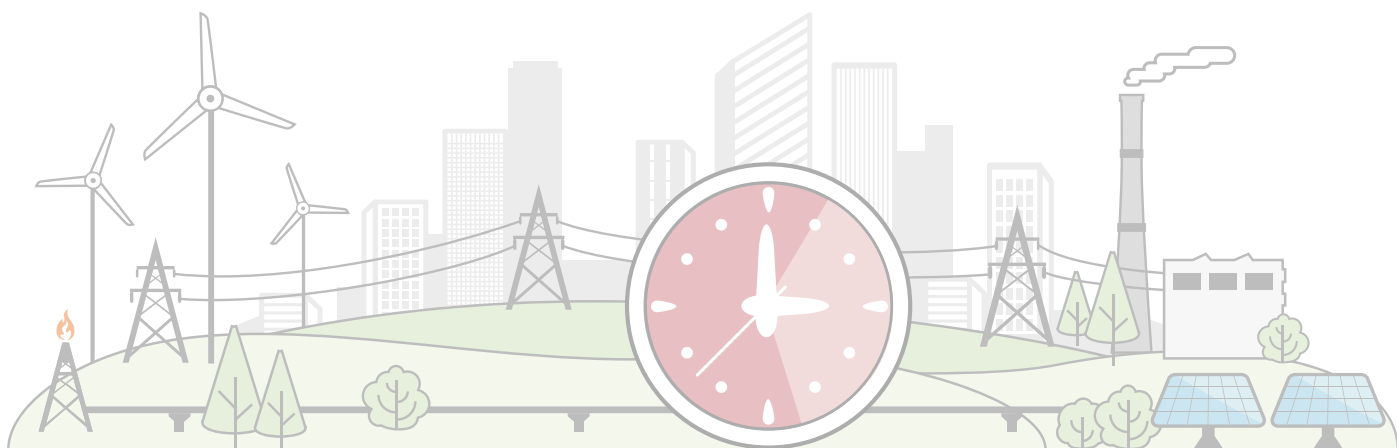
- > Seasonal Phases and Our Roles
- > General Participation FAQs
- > Demand Response Seasonal Communications

What to Do on Dispatch Day

- > Enel X Dispatch Notifications: A Step-by-Step Guide
- > Get More Value Using Enel X's Online Application

Additional Resources

- > Whitelisting Our Communication Channels
- > Promote Your Participation in Demand Response
- > Contact Our Customer Support Desk



The Demand Response Program Cycle

Below is an outline of our roles throughout each stage of the program season.
We're excited to earn your partnership!

	Enel X's Commitment	Your Role
 Onboarding	Clear expectations of process and timeline and close collaboration to develop plans for participation.	Collaborate to schedule on-site visits for participation plan development and meter installation, as necessary.
		
 Enroll	Recommended DR enrollment levels based on our deep expertise of complex market rules that we pair with your individual input and secure your spot, and revenue potential, in your program(s).	Review recommended enrollment level and provide confirmation or input.
		
 Dispatch Readiness	Training and support so your team understands the DR requirements and feels prepared to participate when dispatched.	Confirm participation plans and maintain dispatch contact info.
		
 Dispatch Support	Timely dispatch notification and real-time performance coaching and support.	Provide a heads up if there are factors impacting your participation.
		
 Post-dispatch Follow-up	Summary of dispatch performance to inform future performance and payment impact, where available.	Communicate feedback so we can improve together.
		
 Pay	Accurate payments delivered on time with performance and payment results stored at apps.enelx.com .	Provide up-to-date payment routing information.
		
 Ongoing Customer Communication & Support	Prompt support from our highly trained teams, valuable industry and market updates and ongoing educational opportunities.	Notify Enel X of contact changes and stay engaged with our outreach so we can keep your information up to date.

General Participation FAQs

How does my business benefit from Demand Response (DR)?

Maximize payments to boost your bottom line: Enel X manages your participation from start to finish, ensuring you earn the highest possible financial reward. Since 2003, our customers have earned more than \$1B in payments.

Protect your operations: DR is one of the last lines of defense when brownouts or blackouts are imminent. The advanced notice you receive from DR provides a window to prepare and prevent costly damage to your processes and equipment.

Reduce energy costs today: Qualified sites receive access to data on energy usage trends to offset costly peak demand spikes.

How does Enel X calculate my enrollment level?

Enel X determines your site's enrollment value based on the electrical load patterns at your facility, performance in a demand response test, and information regarding your site's operations. This value may be adjusted over time based on dispatch performance history, as well as your feedback.

How can I set my team up for success?

Periodically review and update your participation plan and site contact list. To make changes, please contact Enel X Support at +1 888 363 7662 or support.enelx@enel.com. Circulate this participation guide among all contacts who will be notified.

How should I respond to a high alert notice?

A high alert means that a dispatch is probable in your area. Review your participation plan and site contact list, and plan ahead for any potential adjustments to your operations. Engage your team using the [DR Promotional Kit](#) and ensure that they are aware and ready to respond if a dispatch is called.

What is the difference between a dispatch and an audit?

A dispatch is called by the grid operator or utility when there is a grid emergency and demand response needs to be implemented as a resource. An audit may occur within a resource as a program requirement to prove its viability as a resource. In the event of an audit, Enel X may be able

to pass along more advanced notice to ensure customers are prepared. Audits are treated exactly the same as dispatches—you are required to demonstrate your ability to meet the energy reduction target, and this will also set your payment amount.

What should I do during a dispatch?

Click the link in your dispatch notification to acknowledge receipt of the message.

Log-in to the [Enel X application](#) to review your Participation Plan and follow the steps to reduce your electricity consumption.

What if I am unable to participate in a dispatch or audit?

If you are unable to participate, contact Enel X Support to inform us. As a reminder, in the event of non-participation, your compensation will be reduced to reflect your actual contribution. Future enrollments may be adjusted as a result. See your program-specific guidelines for more detail.

What if I do not want Enel X to automate my participation for a specific dispatch? *(For remotely controlled facilities only)*

If an emergency prevents your site from responding to a dispatch, DO NOT confirm dispatch notifications. You MUST also call Enel X Support immediately to ensure that your facility is not controlled remotely.

What happens after a dispatch?

After a dispatch, Enel X will work with your utility to reconcile performance data as required by Demand Response regulations (check contractual details). This process can take anywhere from a few days to a few months, depending on your utility. Once your performance data has been finalized, you will receive a performance summary email from Enel X.

How am I compensated?

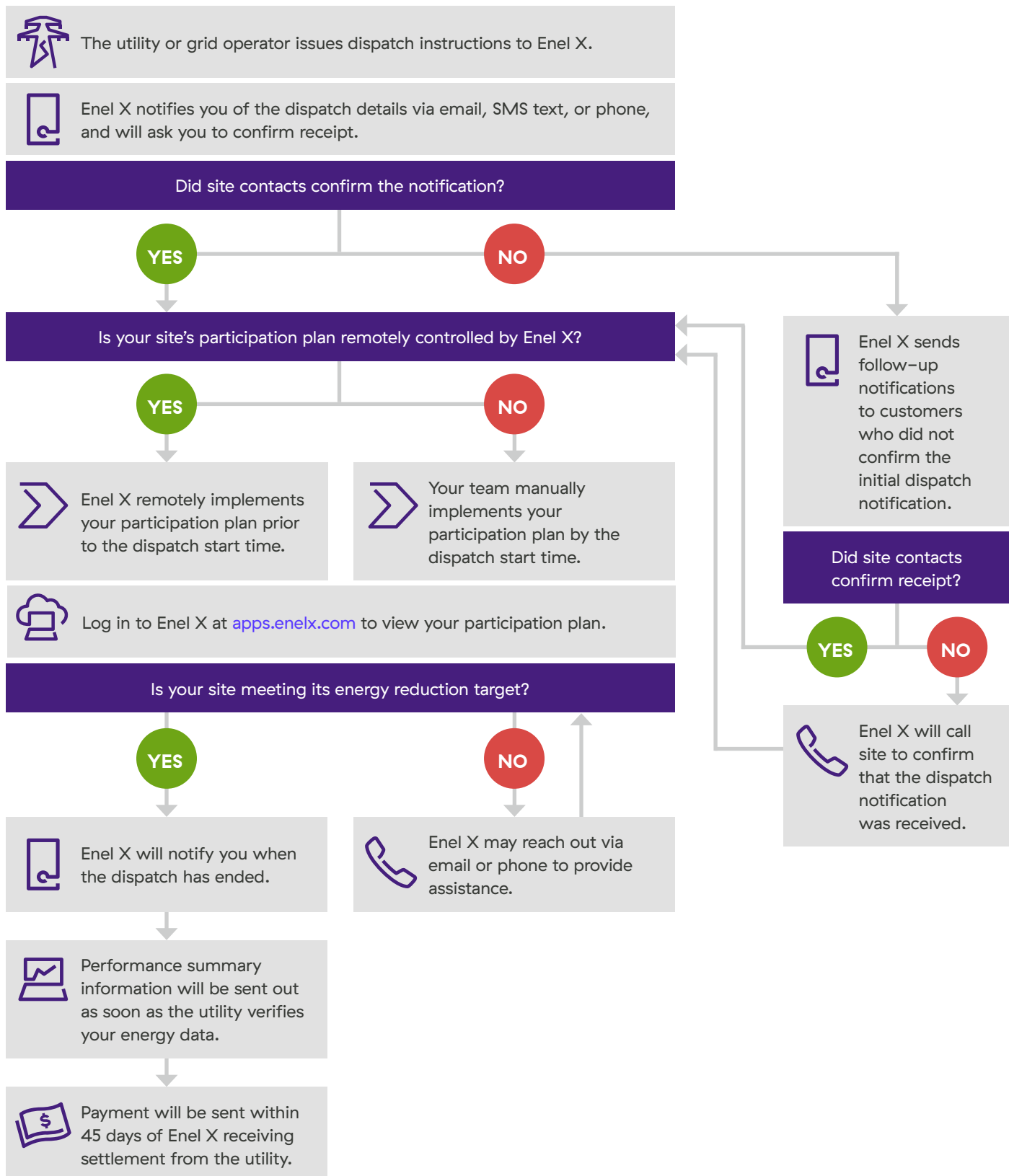
After performance data is confirmed, earnings are calculated and sent to the utility for approval. Payments are then sent no more than 45 days after Enel X receives settlement from the utility. Timing varies by program; check your program-specific guidelines for more detail.

Demand Response Seasonal Communications

Outlined below are the types of communications you may receive from Enel X throughout the DR season, along with any response we may need from you.

Communication Type	Communication Purpose	Response Needed
Preparing for Participation		
Enrollment Email	Informs you of the amount of capacity your facility is committed to provide, or the 'energy reduction target' that your facility needs to reach during a DR dispatch.	Confirm your enrollment amount. If you have any concerns or need further clarification, respond to the email.
Requests for Site Information	Each DR program has its own set of requirements to confirm enrollment. We may need to request additional information periodically, such as recent utility bills, a Letter of Authorization to access your utility data, account numbers, generator information, etc.	Send the requested information as soon as possible. Sometimes this information is critical to the enrollment process, and delays could put you at risk of sitting out of the upcoming season.
Dispatch Participation Plan Review	Asks you to confirm that your dispatch participation plan and site contact information are accurate. Both are critical to ensuring you are ready to respond to a DR dispatch.	Fill out the form embedded in the email to either confirm the info we have on file, or provide updates as necessary.
Notification Test Alert (SMS, Email, Phone)	Automated outreach from our Network Operations Center to ensure that you and your team are receiving dispatch notifications successfully.	Confirm receipt of our notifications via SMS, email, or phone call. Do NOT implement your participation plan.
The Active DR Season		
Advanced Warning Email	Notifies you that Enel X believes there is a high probability that you could be dispatched.	Prepare for a potential dispatch. Do NOT implement your participation plan unless you receive a dispatch notification.
Dispatch Notifications (SMS, Email, Phone)	Alerts you that a dispatch has been issued by the grid operator or utility. This is the main event—all the previous communications are meant to ensure you are ready for these high-priority alerts.	Immediately confirm your receipt of our notification via SMS, Email, or Phone. Execute your participation plan to reach your energy reduction target by the start of the dispatch.
Performance Update Email	Provides a snapshot of your current performance during an active dispatch if real-time metering is available.	Confirm that your demand is meeting the target; if not, ensure your participation plan is fully executed. Let us know if there are outside factors affecting your participation.
Dispatch Performance Summary Email	Provides an overview of your facilities' performance, once data has been reviewed and confirmed with your utility.	None required.
Payment Information	Provides summary for recent DR earnings.	None required. Enjoy your money!

Dispatch Notifications: A Step-By-Step Guide



How to Whitelist Enel X's Communication Channels

Enel X relies on email and telephone to communicate a wide variety of important information regarding your participation in demand response.

Please follow these steps to make sure we are able to contact you when it matters most.

1. **Whitelist Enel X's IP address: 66.231.93.184** to ensure you do not miss critical dispatch information.
2. **Add the enel.com domain to your list of "safe senders"** to allow emails from our support and operations teams to make it to your inbox.
3. **Add our support line (+1 888 363 7662) to your caller ID and answer any incoming calls from this number.**
4. **Acknowledge SMS messages from 893-61 or 246-39,** the numbers we typically use to text customers dispatch notifications.

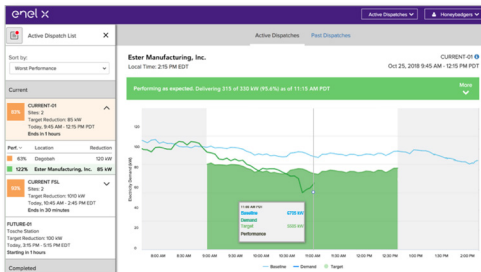


Share this information with your IT team to ensure our IP address and domain are whitelisted for all site contacts.



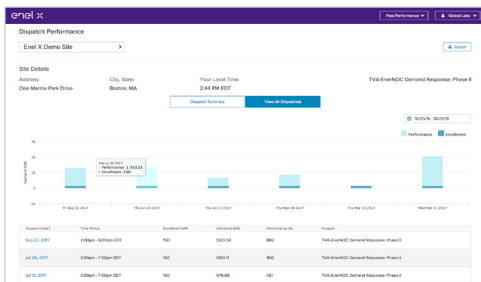
Using the Enel X Online Application

Visit apps.enelx.com or select “For Businesses” under the  icon in the upper right corner of any page on enelx.com. If you need help accessing your account, contact Enel X Support at support.enelx@enel.com or +1 888 363 7662.



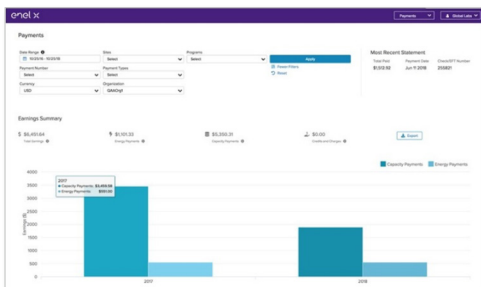
Monitor Real-Time Performance During a Dispatch (for qualified sites)

- > Access the Demand Response Dashboard in the “Active Dispatches” section.
- > View how you are performing in an ongoing dispatch in real time.
- > Review your site participation plan so that you know what to do during the dispatch.



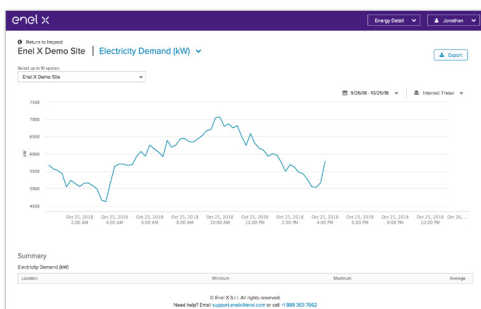
Review Past Dispatch Performance

- > View historical site performance under the “Past Dispatches” section.
- > Compare delivered vs enrolled kW to determine whether you are able to meet enrollment expectations consistently.
- > Contact Enel X Support if you believe your enrollment value needs to be re-assessed.



Access Payment History & Details

- > Access the “Payments” section to review how much you have earned from the program.
- > Easily download your statements in pdf format.



Track Overall Energy Consumption (for qualified sites)

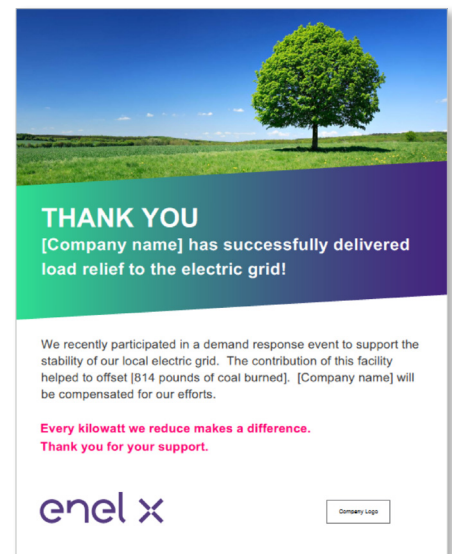
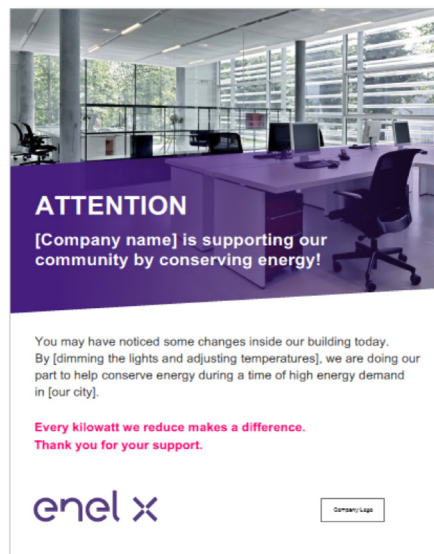
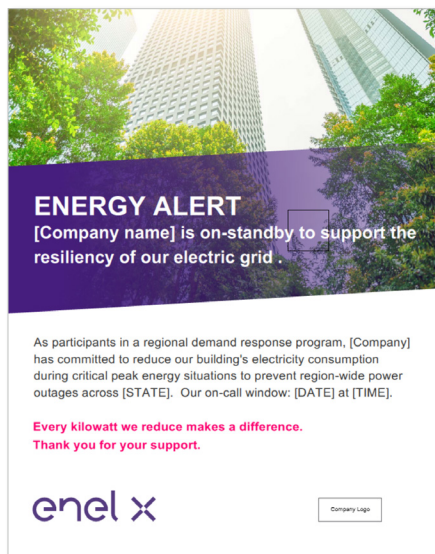
- > View your past consumption dashboard in the “Inspect” section.
- > Navigate to “Trends” for a more detailed view of your historic energy demand.
- > Export to a .csv file for further analysis.

Demand Response Promotional Kit

Participation in demand response may only require action from one or two people, but the impact of reducing electrical load can be felt across your organization. To mitigate any disruptions, it can help to explain why you are taking these actions, and how demand response provides support to the entire electric grid. Our [DR Promotional Kit](#) makes it easy by providing templates you can personalize, print, and share throughout your facility!

Examples include:

- > Pass along an advanced warning
 - > Dispatch announcement
 - > Post-dispatch thank you
- ☆ Add context for offset emissions using this [EPA Greenhouse Gas calculator](#)!



Questions?

Our customer support team is standing by to assist you!



Contact Enel X Support at support.enelx@enel.com or +1 888 363 7662 for personal, expert assistance for your questions regarding:

- > Dispatch performance
- > Payments
- > Program rules



Enel X Support is available 8:00 a.m. — 6:00 p.m. ET, M–F (US holidays observed). We respond to all inquiries within one business day. For business-critical issues, please call +1 888 363 7662 for immediate assistance.



For more information about Demand Response, visit our resources page: <https://university.enelxnorthamerica.com/demand-response-resource-library>

