

FREQUENTLY ASKED QUESTIONS

NY Businesses Reduce Energy Spend and Earn Money with Enel X

Enel X helps hundreds of organizations throughout New York earn money, save on energy costs, and mitigate carbon emissions with demand response (DR). How does it work? When the New York Independent System Operator (NYISO), the region’s electric grid operator, determines that it needs more supply to meet demand, it dispatches Enel X’s demand response network, which is made up of local organizations that have agreed to reduce energy during times of high demand. With Enel X, participating in demand response has never been easier.

What is demand response?

Demand response provides a no-risk, no-cost opportunity for commercial, institutional, and industrial organizations in New York to earn money and drive energy savings through grid operator and utility-sponsored DR programs. Your participation helps maintain reliable electricity throughout New York. Program participants receive recurring capacity payments for agreeing to curtail electricity consumption in response to abnormally high electricity demand and additional energy payments based on their performance during dispatches. Enel X manages your participation from start to finish helping ensure that you receive the highest possible financial rewards.

What are the benefits?

Maximize payments to your bottom line

Enel X has helped tens of thousands of customers maximize the financial benefits of demand response and has provided more than a billion dollars in payments to organizations like yours since 2003.

Support your community

Your participation helps maintain reliable electricity throughout New York and provides a clean, cost-effective alternative to building new power plants in the community.

Demand Response Program Overview	
Program Hours Year-round, 24x7x365	Payments Capacity & Energy
Dispatch Notification 2 hours, with stand-by warning provided 21 hours in advance	Dispatch Duration Typically 4–6 hours



How do I participate?

Enel X makes participation easy. We take care of the complex details so you can stay focused on running your business.

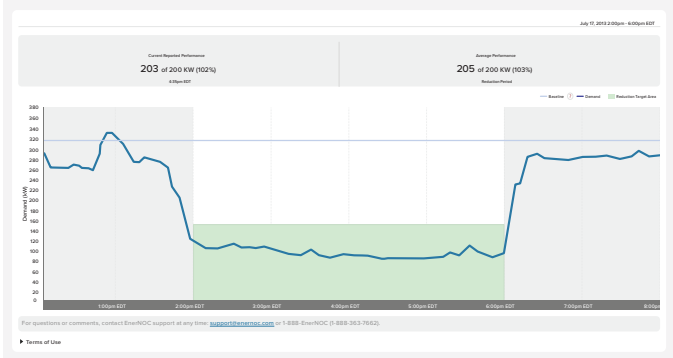
1. Our local experts work with you to identify your energy reduction potential and create a strategy that delivers maximum value with minimum impact on your operations. We outline these measures in a detailed dispatch participation plan.
2. We may install necessary metering devices at your facility to establish communication with our Network Operations Center (NOC), so we can monitor your energy consumption levels in real-time.
3. Your site is then enrolled and ready to respond if and when a dispatch begins. At any time during a dispatch, you can log in to view your performance in real-time at apps.enelx.com. Throughout the process, we fully manage enrollment, measurement, verification, and payments on your behalf.

What can I expect during a dispatch?

Notification: When your local utility or grid operator anticipates the need for support, it dispatches the Enel X network into action. Enel X will notify you via email, phone, or SMS informing you when the dispatch will begin.

Response: At the start of the dispatch, your facility will reduce its electricity usage according to your pre-determined Energy Reduction Plan—either manually, or automatically through the NOC.

Support: Before, during, and after a dispatch, the NOC remains in communication with your facility. Our staff is available 24x7x365, supporting you to ensure that you achieve the highest possible levels of performance and payments.



Enel X provides on-demand access to your real-time energy data—giving you the information you need to perform your best during demand response events and to better manage overall energy costs.

What types of reductions can I make?

Enel X has extensive experience creating reduction strategies that work within the operational limitations of a wide variety of unique facilities, including cold storage, manufacturers, food processors, universities, malls, office buildings and more. Common reduction examples include:

- > Reduce non-essential lighting
- > Modify manufacturing processes
- > Adjust HVAC equipment
- > Dial back pumps
- > Change settings in industrial freezers

Our customers find that many energy-intensive processes can simply be shifted by a few hours to facilitate dispatch participation. Ask us about our experience working with customers like you.

Earn More with Less Effort

Boost your DR earnings by dual-enrolling in summer-only CSRP or DLRP programs in addition to SCR. CSRP and DLRP programs are now available in all 5 boroughs and throughout most of New York State.