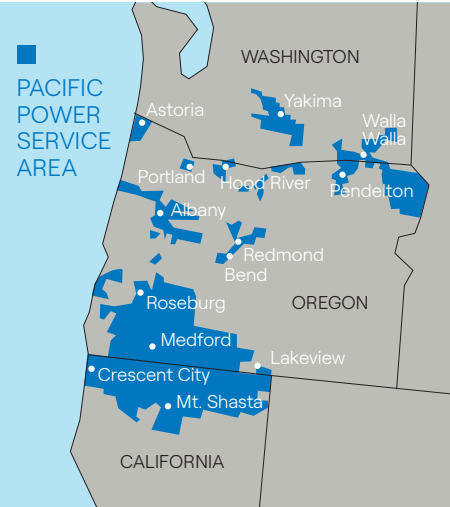




Pacific Power Demand Response

Earn payments for reducing energy consumption

Enel and Pacific Power are partnering to offer commercial, institutional, and industrial organizations incentive payments for participating in a program to maintain a reliable and cost-effective electric grid. In this program, large energy consumers can earn payments for making targeted energy reductions during periods of peak demand. Enel, the world leader in demand response programs, connects large energy consumers to these payments and ensures that they can maximize their payments while keeping disruption within their facilities to a minimum. Meanwhile, Pacific Power can make the grid more efficient and continue to keep prices among the lowest in the nation. Read on for answers to some frequently asked questions about demand response with Enel and Pacific Power.



Program options

	60-minute product	20-minute product	7 minute product	Real-time
Eligibility	All Pacific Power C&I customers	All Pacific Power C&I customers	Pacific Power customers with >500kW to curtail	Pacific Power customers with >500kW to curtail
Program Period	May 1 - Sep 30	Jan 1 - Dec 31	Jan 1 - Dec 31	Jan 1 - Dec 31
Dispatch Hours	3 PM - 9 PM PST non-holiday weekdays	8 AM - 9 PM PST non-holiday weekdays	24x7x365	24x7x365
Dispatch Alerts	At least 60 minutes before an event	At least 20 minutes before an event	At least 7 minutes before an event	None
Event Duration	1 - 3 hours	15 minutes to 4 hours	15 minutes to 4 hours	Up to 15 minutes
Event Maximums	No more than 1 per day / 25 per year	1 - 2 per day maximum	25 per year	50 per year

What is demand response?

Demand response programs provide an opportunity for commercial, institutional, and industrial organizations to earn incentive payments while helping maintain reliable electricity. When the demand for electricity approaches critical peak levels, utilities and grid operators dispatch Enel's demand response network, which is made up of local organizations that have agreed to reduce energy usage during times of high demand. Program participants earn payments for agreeing to be on standby and for curtailing electricity consumption in response to high electricity demand.

What are the benefits?

- **Maximize payments to your bottom line:** Enel manages your participation from start to finish, ensuring you earn the highest possible financial reward. Since 2003, our customers have earned over \$1B in payments.
- **Improve your facilities' resilience:** In addition to the payments, participants receive advanced notification of grid stability issues, enabling them to proactively protect their facilities from potential power outages.
- **Support your community:** Your participation helps maintain reliable electricity in your community.



How do I participate?

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

1. Our expert team will 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 Energy Reduction Plan.
2. In some cases, we 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 when a dispatch begins. Provided your site has Enel metering, [log into the app](#) at any time during a dispatch to view your real-time performance.
4. Throughout the process, we fully manage enrollment, measurement, verification and payments on your behalf.

What can I expect during a dispatch?

- **Notification:** When Pacific Power anticipates high demand on the grid, it dispatches the Enel network into action. Enel will notify you via email, phone or SMS, depending on your preferences, to inform you when the dispatch will begin.
- **Response:** At the start of the dispatch, your facility will reduce its electricity usage according to your predetermined Energy Reduction Plan—either manually or, if requested, automatically through the NOC.
- **Support:** Before, during, and after a dispatch, our 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.

What types of reductions can I make?

Enel has extensive experience creating energy reduction strategies that work within the operational limitations of a wide variety of facilities, including cold storage, manufacturing, food processing, universities, malls, office buildings and more. We can also help to implement full control systems that allow your electric load to be toggled remotely.

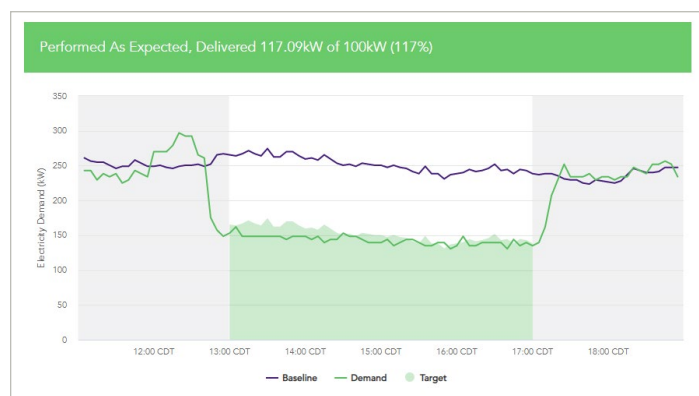
Common reduction examples include:

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

Customers often facilitate dispatch participation by simply shifting many of their energy-intensive processes by a few hours. Ask us about our experience working with customers like you.

How do I sign up?

Our experts are standing by to speak with you about your organization's DR opportunity. Submit your information [here](#) to get started.



Enel 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.