



# PNM Peak Saver® FAQ

## What is PNM Peak Saver?

PNM Peak Saver is a demand response program that helps PNM balance its electricity supply and demand requirements and ensure reliable electricity throughout its territory. PNM has contracted with Enbala Power Networks, a leading provider of clean and intelligent energy solutions, to work with its customers to implement the program at their facilities.

## What Is Demand Response?

Demand Response is the voluntary reduction of electricity consumption during periods of peak electricity demand or high electricity prices. Program participants earn revenue for agreeing to curtail electricity usage when PNM calls a demand response event to lower its system peak. Participants earn additional payments for the amount of electricity they actually curtail during the event. Aggregated demand reductions from PNM Peak Saver act as a clean, efficient alternative to peaking power plants and allows PNM to utilize existing demand-side resources, when needed.

## Is There Any Cost to Participate?

No, there is no cost to participate in PNM Peak Saver. The program is funded by the electric energy efficiency fee on customer bills.

## Why Should I Participate?

Participating facilities receive financial incentives for conserving energy during periods of high system peak demand. PNM Peak Saver also supports New Mexico's energy efficiency and sustainability goals. Demand reductions are clean, emissions-free "negawatts" that, when aggregated across the PNM service territory, lowers overall demand and prevents the need to dispatch costly peaking power.

## How Do I Participate?

PNM and Enbala work together to offer PNM Peak Saver. Enbala manages program implementation and execution, allowing PNM system operators to call demand response events, when needed.

1. Enbala works with you to identify curtailable electricity load and determine the appropriate curtailment strategy that meets your specific business needs. Your peak demand must meet or exceed 50kW to participate in PNM Peak Saver.
2. Enbala measures and verifies performance and ensures operational conditions are satisfactory during demand response events.
3. Enbala enrolls your facility in PNM Peak Saver.

## What Types of Loads are Curtailable?

Any non-essential electricity load is curtailable. Specific examples include lighting, HVAC, refrigeration, motors and pumps (particularly those equipped with VFDs), and some types of manufacturing equipment (e.g. rectifiers, shredders).

## How Is Curtailment Managed?

The curtailment process will depend on your energy management infrastructure. Enbala can integrate with existing energy management systems or install technology to curtail load automatically and remotely from our Network Operations Center.

## What Happens when a Demand Response Event is Called?

When PNM experiences a high peak demand and anticipates the need for demand-side resources, Enbala will send a notification ten minutes in advance of the event via email, phone, pager or fax and will automatically initiate a pre-approved curtailment protocol at your facility. **No action is required by your facility, and you will have the option to withdraw from the event if operational constraints prevent participation.** Enbala's Network Operations Center remains in close contact with your facility prior to, during, and after the event and is always available to answer any questions that you may have.

## How Often Will An Event be Called? How Long Do they Last?

Demand response events may be called during a non-holiday weekday from 8:00 a.m. to 8:00 p.m., from June 1 through September 30 annually. Events last no longer than four hours, and PNM is limited to 100 demand response event hours per year.

## When Will I be Notified of an Event?

Notifications will be sent out 10 minutes prior to the start of a demand response event. However, in many cases, Enbala will be able to provide information about a possible event many hours in advance.

## Are There Consequences if a Facility Underperforms During an Event?

No. There will not be any penalties, however a customer will not be paid an incentive if they are unable to perform an event. If your facility underperforms, Enbala works with you to identify and address the cause. No penalties are imposed on you.

### About Enbala

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Enbala Power Networks is focused on making the world's power grids greener and more reliable, efficient and predictable by harnessing the power of distributed energy. Enbala's real-time energy-balancing platform is transforming energy system operations through its revolutionary, highly flexible approach for creating controllable and dispatchable energy resources. It unobtrusively captures and aggregates available customer loads, energy storage and renewable energy sources to form a network of continuously controlled energy resources. The platform dynamically optimizes and dispatches these resources to respond to the real-time needs of the power system – all without impacting customer operations. For more information, visit [www.enbala.com](http://www.enbala.com) and follow up on Twitter @Enbala.



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