

FREQUENTLY ASKED QUESTIONS



WHAT IS THE PACIFIC POWER IRRIGATION LOAD CONTROL PROGRAM?

Irrigation Load Control (ILC) is a peak reduction program offered by Pacific Power, in partnership with Connected Energy®, to help us meet our customers' energy requirements. Irrigators who choose to enroll in this program earn cash incentives for temporarily reducing electricity use by shutting off irrigation pumps during peak demand periods.

WHO CAN PARTICIPATE IN THE ILC PROGRAM?

Irrigation Load Control is open to Pacific Power irrigation customers in Oregon in targeted areas listed at pacificpower.net/irrigation, served on Schedules 41 or 48 who can temporarily shut off electric irrigation pumps during periods of peak demand. Connected Energy partners with irrigators to enroll any pumps that can deliver value to the customer and to the program.

HOW DO I ENROLL IN THE ILC PROGRAM?

Simply contact the Connected Energy Irrigation Accounts Team:

- By phone at 855-664-FARM (3276)
- Via email at pacificpowerilc@connectedenergy.com

A Connected Energy account manager will ask you to provide the address and size of all pumps you'd like to enroll in the program, and then will send you a standard Connected Energy contract to sign in order to confirm your enrollment. They'll also ask for your contact information in order to alert you when a load control event is scheduled to occur. Participants can then continue to participate in the program each year and do not need to re-sign contracts with Connected Energy.

IS THERE A COST TO PARTICIPATE?

There are no installation fees. To participate, you must allow Pacific Power contractors to have access to your motor control panel.

HOW ARE IRRIGATORS COMPENSATED FOR PROGRAM PARTICIPATION?

The pay-for-performance structure compensates irrigators for the available load (measured in kW) a pump can reliably shutoff during program hours, adjusted for event participation. The measured amount of load is adjusted for event participation and then multiplied by the incentive rate, which depends on Dispatch Notification selected to determine the total customer payment.

- Hour ahead Dispatch Notification - \$30/kW for the 2021 season
- Day ahead Dispatch Notification - \$18/kW for the 2021 season
- Available load is measured by the load control devices on each pump. It is the energy demand (kW) during all program hours (every day, 12-10 p.m.), excluding days when events are called. A pump's available load depends on its size and how often it is running.
- If a customer chooses to opt-out of a load control event the available load is adjusted down by the percent of events in which they elected to opt out.

HOW DOES THE PROGRAM WORK?

Connected Energy makes participation easy. They take care of everything – enrollment, installation, notifications, load control events, performance calculations and payments – so you can stay focused on running your operations.

1. Connected Energy will work with Pacific Power customers to enroll the irrigation pumps that best fit the program and provide the greatest financial incentives to the participant. During the program season, Connected Energy provides irrigators with hour-ahead or day-ahead notice (depending on Dispatch Notification selected) of upcoming load control events and always provide an option to opt-out.
2. Connected Energy's load control devices shut off irrigation pumps automatically at the start of the dispatch and release control of the pumps at the end of the dispatch, allowing them to restart.
3. Connected Energy pays irrigators after the season has ended based on available load during program hours, adjusted for the percentage of events in which they participated.
- 4.

FREQUENTLY ASKED QUESTIONS (CONTINUED)

HOW OFTEN ARE EVENTS CALLED AND HOW LONG DO THEY LAST?

The number and frequency of load control events in each season is based on the peak management needs of the electric system, but the frequency and duration of Irrigation Load Control Program events are limited to a maximum of 12 event hours per week and 52 event hours per season. There is also a maximum of one event per day and 20 events per season. Events typically last four hours, but they can range from one to four hours.

WHAT IF MY PUMPS CANNOT BE SHUT OFF AT THE TIME AN EVENT IS CALLED?

Customers may choose not to participate (opt out) in any event. Opting out lowers average participation percentage and payments proportionally, with downside protection for seasons when only a small number of events are called.

WHAT IF I CAN'T PARTICIPATE FOR AN ENTIRE SUMMER DUE TO DRY CONDITIONS OR OTHER OPERATIONAL FACTORS?

Connected Energy understands that growing conditions can change dramatically year-to-year. While it's preferable to opt pumps out on a per-event basis so that participating customers have the option to earn an incentive, Connected Energy can also opt some or all pumps out for a full season. Pumps opted out for full season will receive no payment for that year, but can return to the program when conditions shift.

WHEN IS THE ILC PROGRAM AVAILABLE?

The program runs each year from the week of June 1 through September 1. Incentive payments are delivered after the end of the season.

IS THE ILC PROGRAM AVAILABLE IN MY AREA?

Irrigation Load Control is available to Pacific Power irrigation customers in targeted areas in Oregon listed at pacificpower.net/irrigation.

WHY SHOULD I PARTICIPATE IN THE ILC PROGRAM?

Participating growers receive annual cash payments, gain real-time visibility into energy use and increase the efficiency and reliability of the electric system. Plus, participation is easy – Connected Energy's load control and monitoring devices are installed on your enrolled pumps to automate the energy reduction process when events are called.

WHAT EQUIPMENT WILL BE INSTALLED?

Designed specifically for irrigation pumps, Connected Energy's advanced direct load control device with remote access is a proven technology that has been used by thousands of growers. This device allows growers to see recent



Direct Control Load Device

irrigation pump status and enables reliable remote stop and start from desktops, tablets, or phones.

WHO IS CONNECTED ENERGY?

Connected Energy is a smart grid solutions provider offering electric utilities a suite of grid solutions that support advanced distribution automation from substations to the customer premise. Our solutions collaborate across the grid, helping utilities and their customers improve their financial, operational, and environmental performance. Connected Energy has significant experience supporting thousands of agricultural customer loads with our ILC solutions.

WHAT IF I HAVE A QUESTION OR ENCOUNTER A PROBLEM ONCE I AM ENROLLED?

If the question or issue is related to the Irrigation Load Control Program:

- Call Connected Energy's customer support hotline toll free at 1-855-664-FARM (3276).
- Via email at pacificpowerilc@connectedenergy.com.

If the question or issue is related to any other Pacific Power program or service or your utility bill:

- Contact Pacific Power Customer Service at 1-866-870-3419
- Visit pacificpower.net.

If Connected Energy and Pacific Power are unable to resolve your concern, then you may issue a complaint with the utility commission in your state.

- Oregon Public Utility Commission online at puc.state.or.us.

