FREQUENTLY ASKED QUESTIONS

PACIFIC POWER IRRIGATION LOAD CONTROL PROGRAM

WHAT IS THE PACIFIC POWER IRRIGATION LOAD CONTROL PROGRAM?

Irrigation Load Control (ILC) is a peak energy 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 bill credits 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 served on Schedules No. 41 or 48 who can temporarily shut off electric irrigation pumps during periods of peak electrical demand. Program participants can enroll pumps that are at least 25HP and run more than 200 hours during the Dispatch Season.

WHY SHOULD I PARTICIPATE IN THE ILC PROGRAM?

Participating growers receive bill credits, remote start/stop control of their pumps, and gain real-time visibility of energy usage. In addition to receiving these benefits, participants also 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. In addition to receiving these benefits, participants also help improve the efficiency and reliability of the electric grid.

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 to confirm your enrollment. They'll also ask for your contact information 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 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 uses, which can be reliably shut-off during program hours. The measured amount of load is adjusted for event participation and then multiplied by the applicable incentive rate, which depends on the Dispatch Notification selected to determine the total customer payment.

- 20-Minute Dispatch Notification – $45/kW for the 2022 season
- Hour-ahead Dispatch Notification – $30/kW for the 2022 season
- Day-ahead Dispatch Notification – $18/kW for the 2022 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 runs.
- If a customer chooses to opt out an enrolled pump from a load control event, that pump's incentive payments will be lowered proportionately.

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.
2. During the program season, Connected Energy provides irrigators with hour-ahead, day-ahead, or 20-minute notice (depending on Dispatch Notification selected) of upcoming load control events and always provides an option to opt out.
3. 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.
4. 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.

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 are based on the peak management needs of the electric grid, but the frequency and duration of Irrigation Load Control Program events are limited to a maximum of 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 program incentives 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?

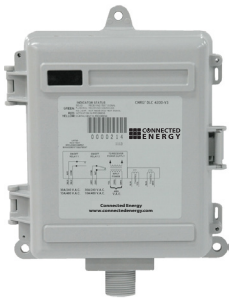
Pacific Power understands that growing conditions can change dramatically year-to-year. If conditions require that a customer continue to irrigate during periods when Dispatch Events are called, a customer may choose for a participating pump to be opted out of individual events or for the entire season. Opting out of individual events can limit the number of program incentives earned, and opting out of the full season will result in no program incentives for the year. However, pumps opted out for the season can be returned to the program in the following year when conditions improve.

WHEN IS THE ILC PROGRAM AVAILABLE?

The program runs each year from the week of June 1 through the week of September 15. Program incentives will be issued after the end of the season.

WHAT EQUIPMENT WILL BE INSTALLED?

Designed specifically for irrigation pumps, Connected Energy's advanced direct load control device is a proven technology that thousands of growers have used. In most cases, this device allows growers to see recent irrigation pump status and enables reliable remote stop and start from desktops, tablets, or phones.



Direct Load Control Device

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 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 cannot resolve your concern, you may issue a complaint with the utility commission in your state.

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

PACIFIC POWER

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