

## **Demand Response - FAQ**

### **What is Demand Response?**

- Demand Response is a program designed for businesses and customers to curtail their electric load during peak demand periods-like hot summer days.

### **When does Demand Response occur?**

- DR's are anticipated events by the utility of which we are notified in advance. The events can last up to 4 hours but on average it is less time.

### **Who participates in Demand Response?**

- Utility companies have asked commercial and industrial users to voluntarily reduce their energy use during times of heatwaves and high temperatures in an effort to prevent shortages to the surrounding communities.

### **Why should Staples participate?**

- It is extremely beneficial for us to reduce our usage and continue to operate, then losing power completely.
- It is simply the right thing to do. Staples is committed to environmental sustainability, through DR we are becoming leaders and setting a positive example to other retailers and businesses.

### **How is my store affected during a Demand Response request?**

- When notified, we can raise the cool set point temperature by three to four degrees above current set standard of 73 degrees.
- By raising the temperature slightly, it helps reduce the HVAC load significantly while maintaining a comfortable temperature within the store.

### **Is there a cost benefit?**

- During the summer we see dramatic increases in energy prices which affect your utility budget.
- Costs can escalate from around \$150 per MegaWatt hour to \$1,000 per MegaWatt hour within the stores, which ultimately impact your store's bottom line. However, by participating in the Demand Response Program, there are valuable incentives made available by the utility that can help to offset the overall energy costs.

### **Who receives the utility notification when Demand Response occurs?**

- Currently the Energy and Facilities teams are notified prior to a call for Demand Response.
- We are working to improve store level demand response notifications by implementing processes similar to the tornado warnings we provide the locations today.