

## Energy Partner<sup>SM</sup> Success Spotlight

# Hardwood Industries

For Hardwood Industries, Inc., wholesaler and distributor of quality hardwood lumber and related products, cost efficiency is their promise to customers as they strive to “provide the lowest end-use total product cost of any distributor on the market.” PGE’s Energy Partner demand response program has proven to be an easy way for the lumber company to create a new revenue stream without impacting operations. Learn more about Hardwood Industries at [hardwoodind.com](http://hardwoodind.com).



## Flexible solutions created together

Operations manager Chad Bentley says there are several ways Energy Partner has been perfect for their business:

- **Smooth enablement process** – “We had a brief meeting and plant tour, worked together to set a kW goal, and successfully tested the process before we started.”
- **Flexibility** – “The voluntary aspect of this program was key to our involvement. It’s realistic and supports our ability to service our customers.”
- **Advance notice** – “We get advance notice before any event. I communicate to my team of supervisors to get their input on workloads for their departments and we decide as a group what we can accommodate for the chosen day. This lead time makes it easy to be prepared.”

Bentley has advice for local business leaders:

“If any business has some ability to manage their labor and wants an easy win for saving money and getting a cash incentive, then this is the program for you.”

## Fast Facts



### Industry

Industrial manufacturing



### Energy Partner strategy

Manually shut down designated sanders, rip saw and dust collection systems

Refrain from using non-essential equipment



### Curtailable load

Winter/Summer: 240 kW



# Frequently Asked Questions

## How do I know what energy I can shift or reduce?

Our engineering team will consult with you and your staff to develop a detailed load reduction plan to guide your participation.

## What happens if something comes up and I am unable to participate?

If you are unable to shift or reduce your load for a specific event, don't worry—you can qualify for partial incentive payments if you can reach 70% or above of the target. If that isn't possible, your incentives reset, and you start fresh the next program month. There are also 4 "opt out" days per season in case you know ahead of time that there are dates when you will not be available to participate.

## How much does it cost to enable my facility?

Participation in Energy Partner is free. PGE covers the cost of the energy monitoring equipment and any controls upgrades necessary to help you reduce load.

## There's no way we can shut down production processes. How can we participate?

There is no need to shut down production. The goal is to work with you to find non-critical loads that can be reduced incrementally and temporarily, without impacting operations. Every facility has some way to reduce demand for a short period of time. If everyone shifts even a little bit, it adds up to a lot!

## How much demand do we have to reduce for an event?

The target load reduction is set by you. Our engineering team will help you decide what opportunities you have to reduce and will provide estimates for what each action will save and how much money you can make. Then you can decide what target makes sense for you. We can always adjust that target from month to month as your usage changes and you get more familiar with the events.

“The first participation check we received was a pleasant surprise — we are quite happy with the incentive that PGE gives us with Energy Partner.”

— Chad Bentley,  
Hardwood Industries  
Operations Manager

## Discover how Energy Partner can work for you

Contact your PGE representative or an Energy Partner specialist today.



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