

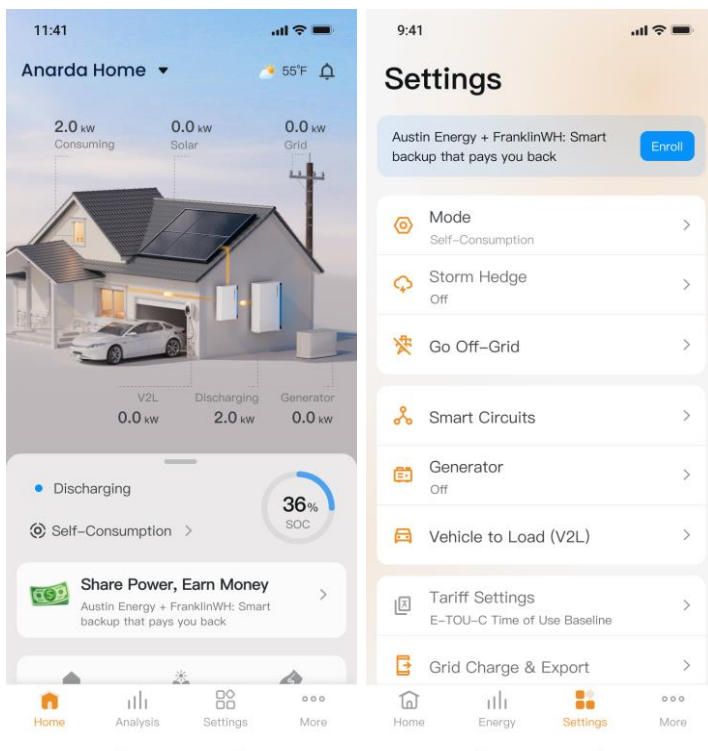
Austin Energy Power Partner Battery Program

Enrollment Guidance

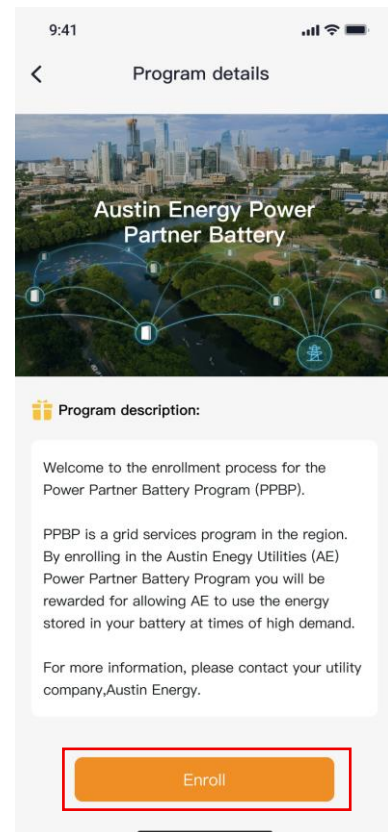
FranklinWH customers may enroll in the Austin Energy (AE) Power Partner Battery Program (PPBP) through the FranklinWH App.

The enrollment steps are described below.

1. Login to the FranklinWH App with the homeowner account.
2. Upon successful commissioning of your system, on your home screen, tap **Settings** > **Enroll** to begin enrollment.



3. Tap **Enroll**.



4. Check or input your personal info on the **Submit the information** page.

You need to review the information and then select the box to agree to the **Terms & Conditions**. Ensure your information matches the information on your utility account.

Tap **Submit** to submit the application.

9:41

< Submit the information

Program

Austin Energy Power Partner Battery Details >

Email Address*

John3536@gmail.com

Your Name and Home Address* ⓘ

First Name* Last Name*

1869 Henry Ford Avenue

Address Line 2 (Apt.)

City* City* ▾

Zip Code* ▾

Utility Account Number * ⓘ

☒ I agree to the Austin Energy Power Partner Battery [Terms & Conditions](#).

Submit

5. You will receive a notification on the app once the application has been successfully submitted.

"Thank you for applying to the AE Power Partner Battery program. You will receive an email or message in-app from your utility company with your application status within the next 2 weeks."

The **Enrollment information** status on the **Program details** page will be marked **Pending** until confirmation from the utility.

Tap the **Enrollment information** bar to enter the **Enrollment information** details page and check the submitted information.

You may tap **Unenroll** to leave the program if needed. Please review the program's **Terms & Conditions** or reach out to PPBP before unenrolling.

9:41

< Program details

Austin Energy Power Partner Battery

Enrollment information Pending >

Event list >

9:41

< Enrollment information

Email Address

Name

Home Address

Zip Code

Phone Number

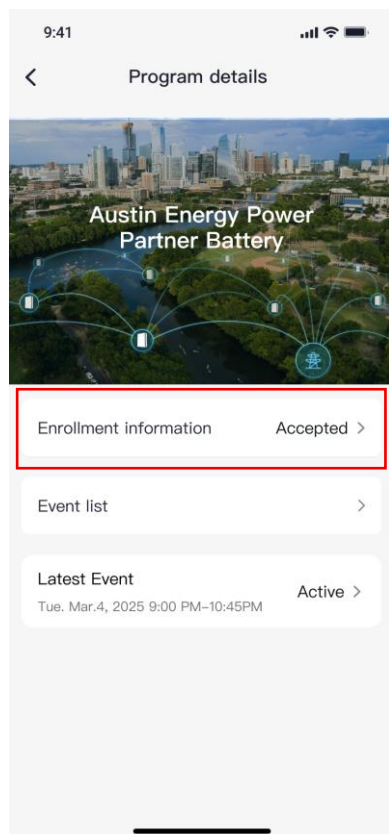
Utility Account Number

☒ I agree to the SRP Battery Partner™ [Term & Conditions](#).

Un-enroll

6. A notification will be sent once the utility has reviewed the application.

The **Enrollment information** status will change to **Accepted** or **Rejected**, depending on the result. For more questions on the status, please contact Austin Energy.



7. Once live on the program, around 24 hours prior to any VPP event, you will receive a notification informing you of the event timing and the power to be supplied to the grid. You can opt-out of the event if you choose not to participate. By default, participation for each VPP event is opt-in. Please ensure that FranklinWH notifications are enabled on your phone.

Example:

"Join the [Program Name] export period from [Date][Time] to [Time], power xx kW.

Participate in event set to Active."

Tap the **Event list** bar on the **Program details** page (shown in the previous step) to enter the **Event list** page. Select the specific event to check the event details.

Participate in the event is enabled by default.

