

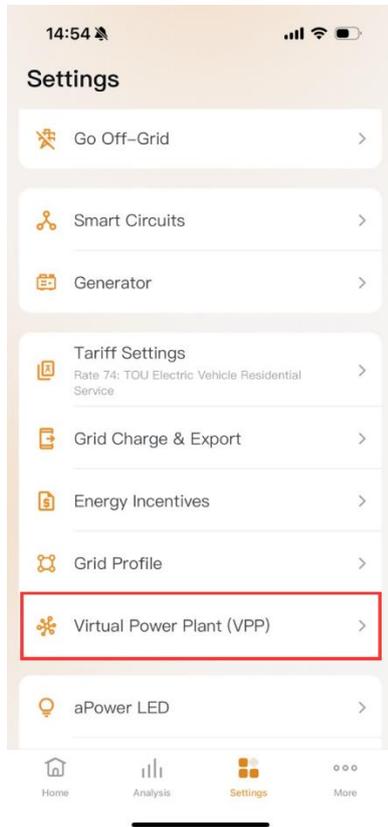
# ConnectedSolutions (National Grid New York) Program

## Enrollment Guidance

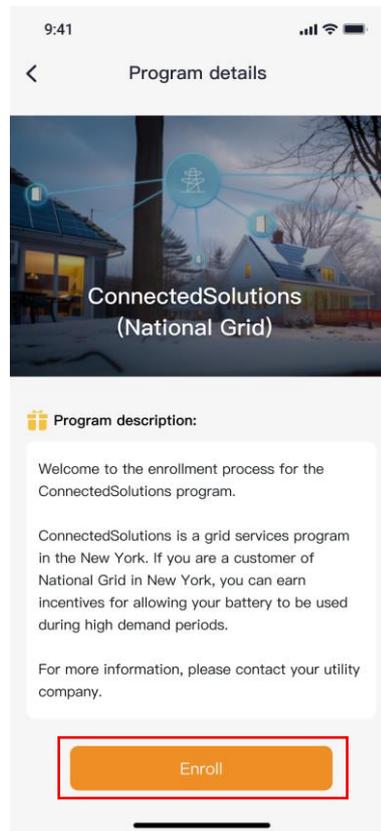
FranklinWH customers may enroll in the ConnectedSolutions (National Grid) Program in New York through the FranklinWH App.

The enrollment steps are described below.

1. Log into the FranklinWH App with the homeowner account.
2. On your energy home screen, tap **Settings** > **Virtual Power Plant (VPP)** to begin enrollment.



3. Tap **Enroll**.



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

You need to review and then select the box to agree to the **Terms & Conditions**.

Tap **Submit** to submit the application.

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

*“Thank you for applying to the CONNECTEDSOLUTIONS: SMALL SCALE BATTERIES program. You will receive an email or message in-app from your utility company with your application status within the next 2 weeks.”*

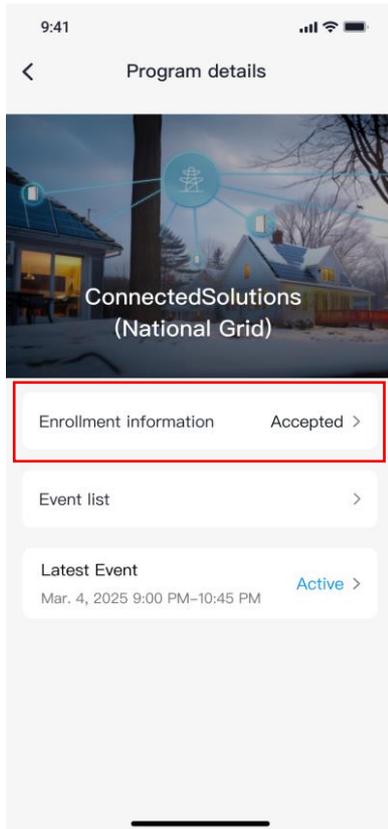
The **Enrollment information** status on the **Program details** page will be **Pending**.

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

You may tap **Unenroll** to opt out of the program if needed.

Please review the program’s **Terms & Conditions** before unenrolling.

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.



7. 24 hours prior to an event, you will receive a notification informing you of the event timing and the power to be supplied to the grid. 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.

