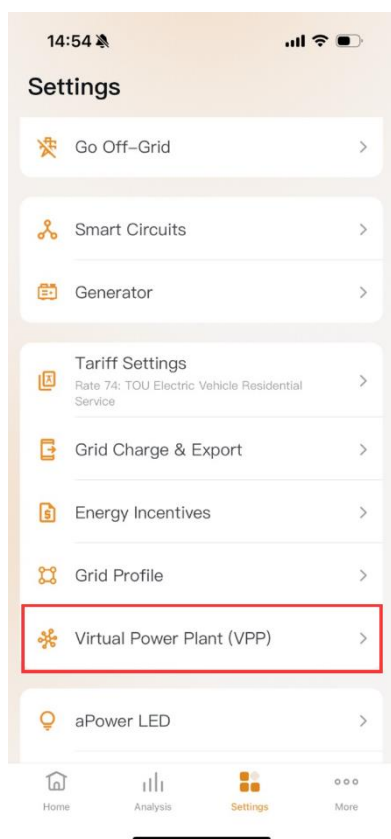


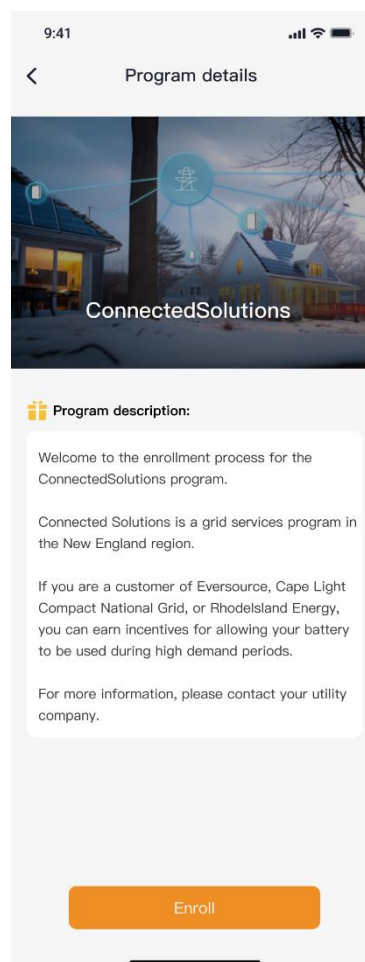
ConnectedSolutions Program Enrollment Guidance

FranklinWH customers may enroll in the ConnectedSolutions Program 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 button to agree to the **Terms & Conditions**.

Then tap **Submit** to submit the application.

9:41

< Submit the information

Program

Enrollment information Details >

Email Address *

Email Address

Your Name and Home Address *

First Name * Last Name *

Address Line 1 *

Address Line 2 (Apt.)

City * State * ▾

Zip Code * ▾

Phone Number *

Utility Account Number * ?

☒ I agree to the CONNECTEDSOLUTIONS: SMALL SCALE BATTERIES Program [Term & Conditions.](#)

Submit

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

"Thank you for applying to program of CONNECTEDSOLUTIONS: SMALL SCALE BATTERIES. You will receive an email or message in-app 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.

9:41

< Program details

Connected Solutions

Enrollment information Pending >

Event list >

9:41

< Enrollment information

Email Address

Name

Zip Code

Phone Number

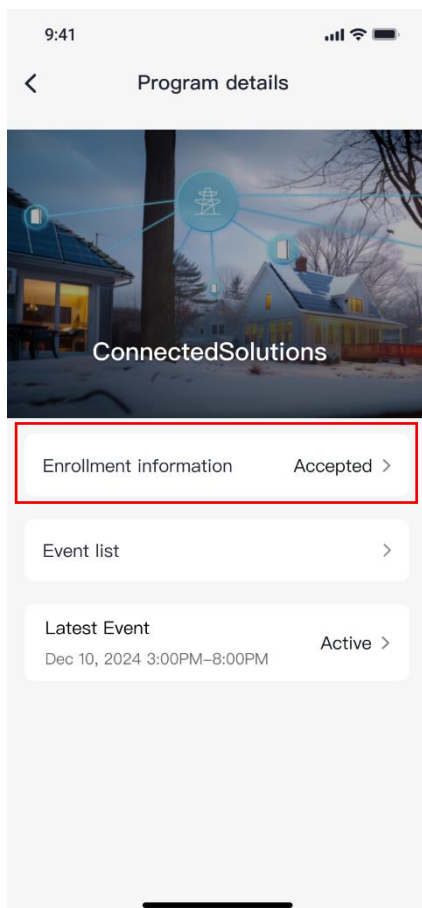
Utility Account Number

I agree to the CONNECTEDSOLUTIONS: SMALL SCALE BATTERIES Program Term & Conditions. [Term & Conditions.](#)

More information about the program can be found on the website. <https://www.nationalgridus.com/MA-Home/Connected-Solutions/BatteryProgram>

Unenroll

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 event times and power to be supplied to the grid.

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.

