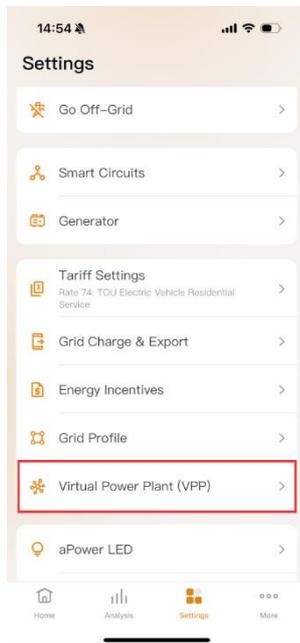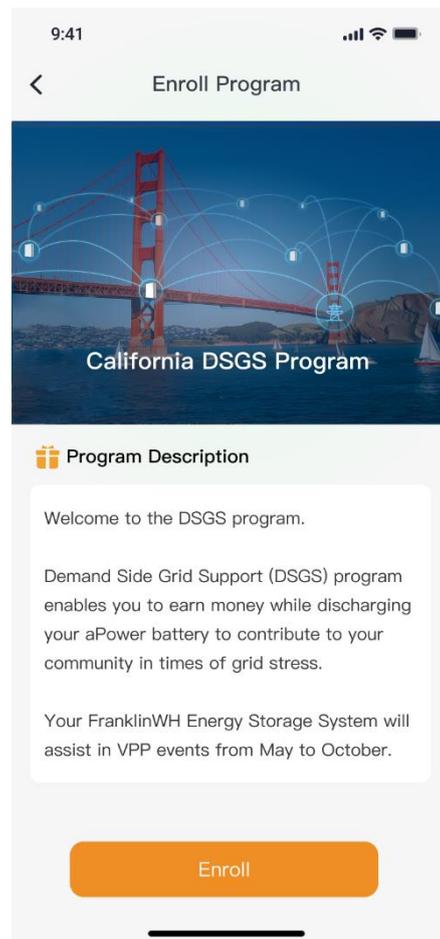# Demand Side Grid Support Program

FranklinWH customers may enroll in the California Demand Side Grid Support (DSGS) Program through the FranklinWH App. This is a Virtual Power Plant (VPP) program that provides you with incentives for supplying your stored energy to the grid at critical times.

The enrollment steps are described below.

1. Once the system has been successfully commissioned, 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

    Email Address *

    Email Address

    Name and Home Address *

    First Name *   Last Name *

    Address Line 1 *

    Address Line 2 (Apt.)

    San Jose   California   ⌄

    95126   ⌄

    Phone Number *

    Utility *   ⌄

    Utility Account Number *

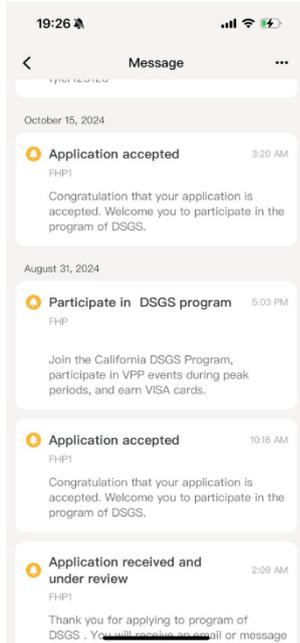   ● I agree to the DSGS Term & Conditions.

    Submit

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

    "Thank you for applying to the Demand Side Grid Support Program. You will receive an email or message in-app with your application status within the next 2 weeks."
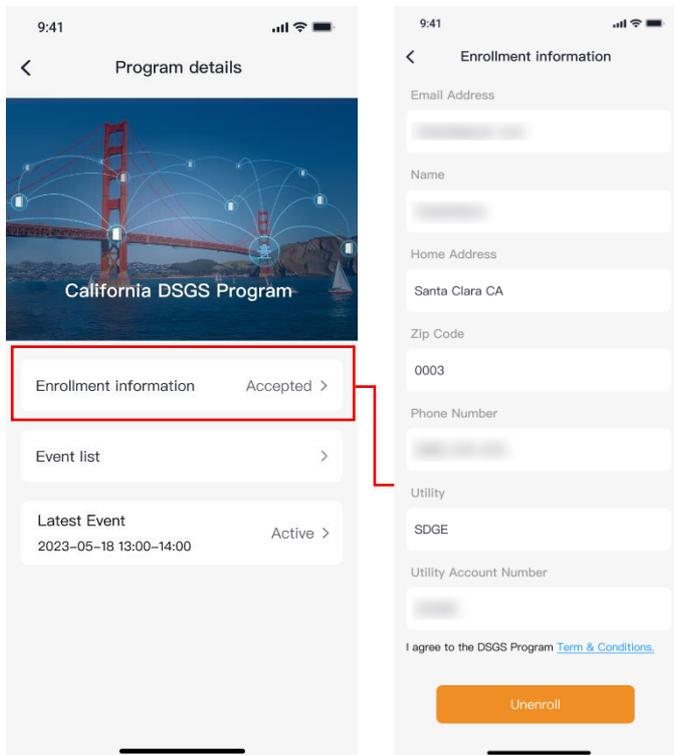
    The page will remain **Application in review** until the review is completed.

                             Feb 02, 2026

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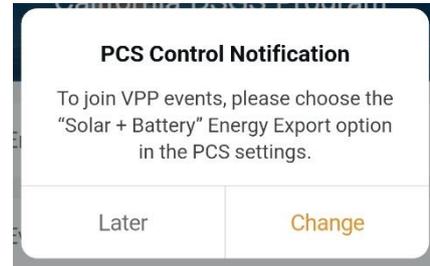

The **Enrollment information** status will change to **Accepted** or **Rejected**, depending on the result.

Tap **Enrollment information** to see submitter details.

7. A pop-up window will notify you to **Change** and chose **Solar + Battery**, then you will join events.

8. 24 hours prior to each 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 **Event list** bar on the **Program description** page (see previous step) to enter the **Event list** page. Select the specific event to check the event details.