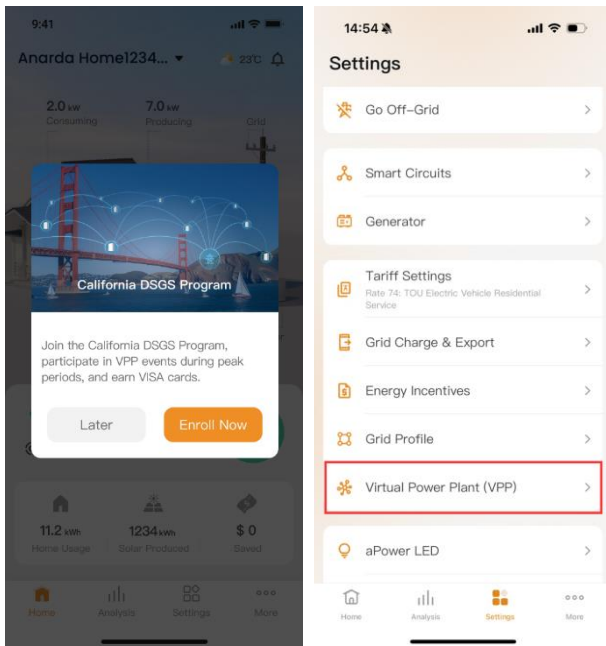


Demand Side Grid Support Program

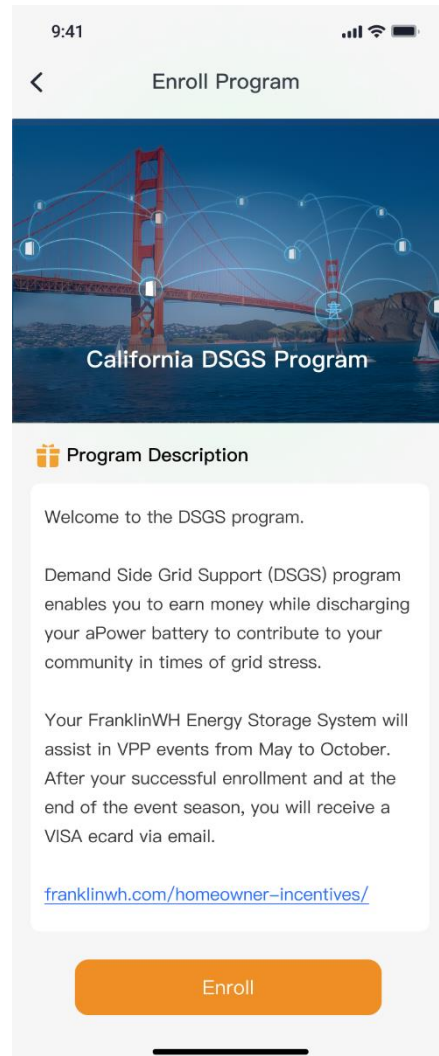
FranklinWH customers may enroll in the California Demand Side Grid Support (DSGS) Program through the FranklinWH App. This is a Virtual Power Plant (VPP) program that provides you incentives for supplying your stored energy to the grid at critical times.

The enrollment steps are described below.

1. Log into the FranklinWH App with your homeowner account. Tap **Enroll Now** on the pop-up window, or on your energy home screen, tap **Settings > Virtual Power Plant (VPP)** to begin enrollment.



2. Tap **Enroll**.



3. 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**.

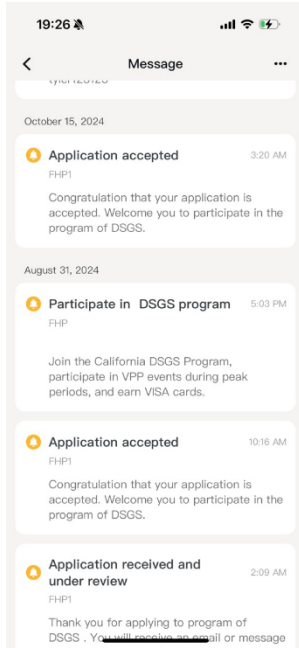
Then tap **Complete** to submit the application.

4. 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.”

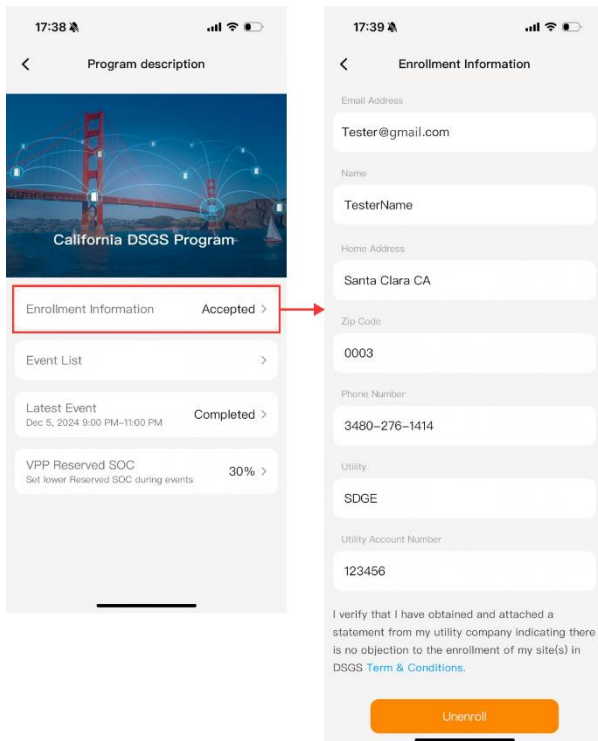
The page will remain **Application in review** until the review is completed.

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

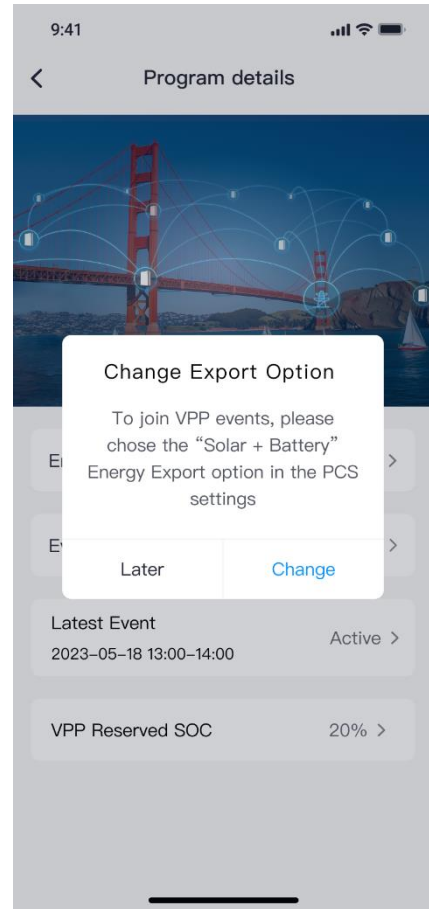


The **Enrollment information** status will change to **Accepted** or **Rejected**, depending on the result.

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



6. A pop-up window will notice you to **Change** and chose **Solar + Battery**, then you can receive events.



- 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 **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.

