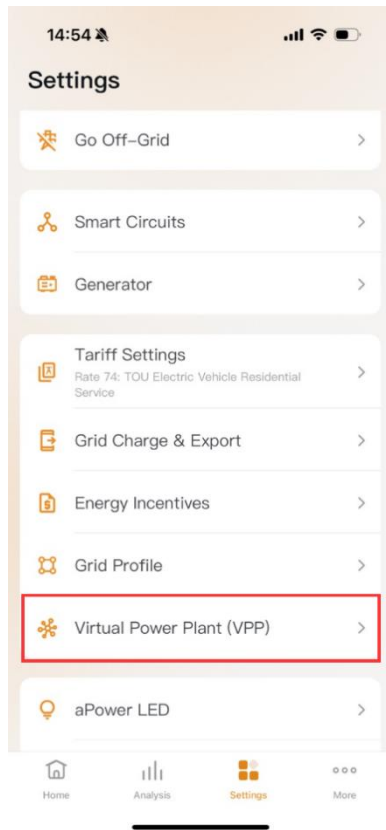


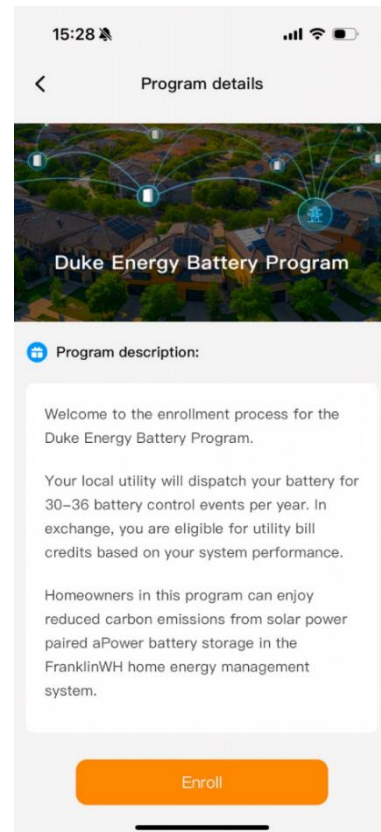
Duke Energy Battery Program enrollment guidance document

FranklinWH customers may enroll in the Duke Energy Battery Program through the FranklinWH App. The enrollment steps are described below.

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



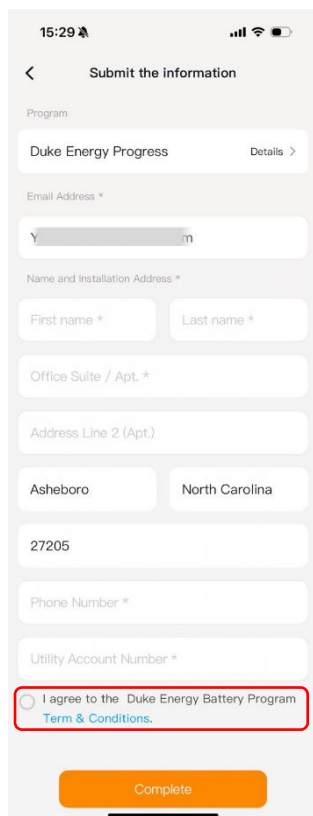
3. Tap **Enroll**.



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 **Complete** to submit the application.



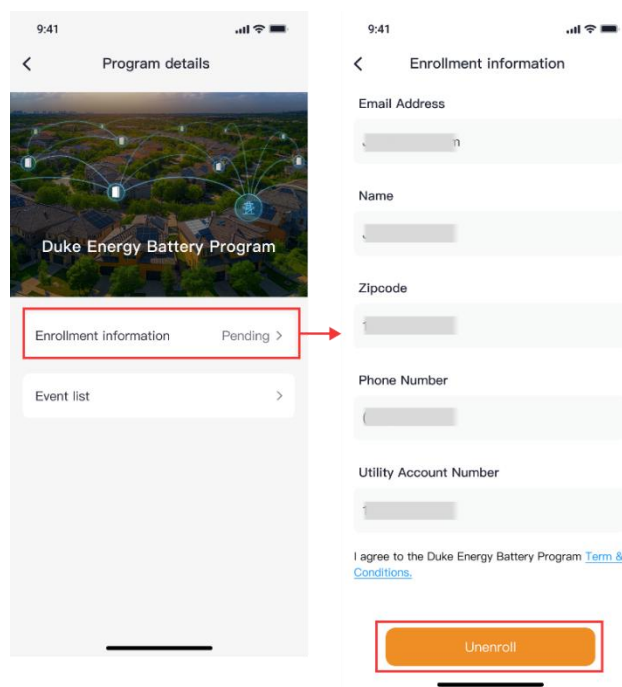
5. You will receive a notification once the application has been successfully submitted.

"Thank you for applying to the Duke Energy Battery Program. You will receive an email or message in-app with your application status within the next 2 weeks."

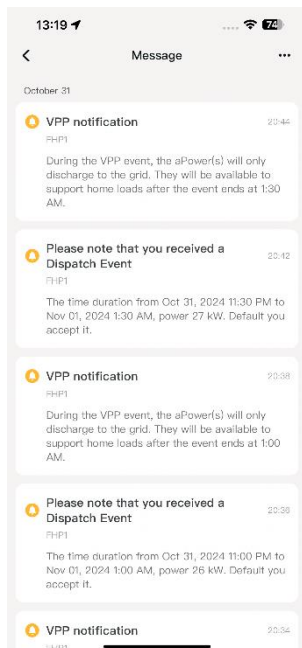
The **Enrollment information** status on the **Program details** page will be **Pending** until you are accepted into the program. Accepted customers will see "xxx" as their status.

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

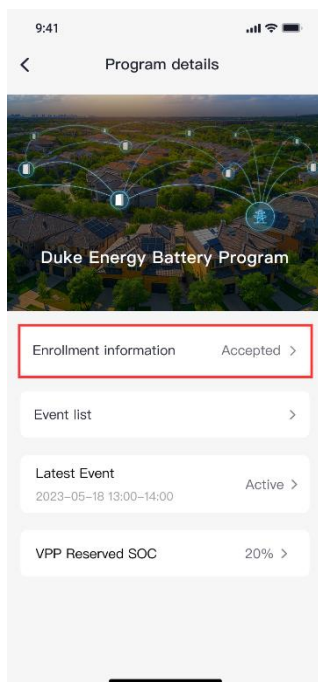
You may tap **Unenroll** to opt out of the program or a controlled event, if needed; but note that opting out of the program may mean you will no longer receive monthly bill credits.



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.

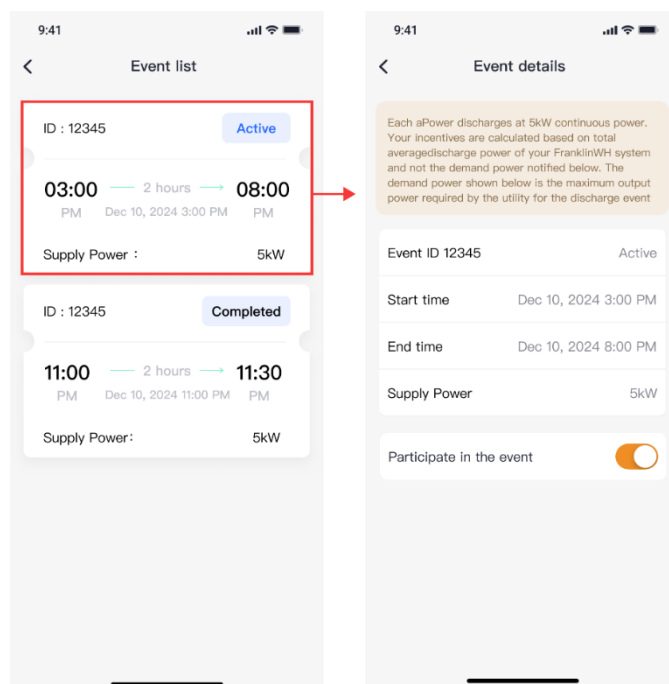
Example:

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

Participate in the event is enabled by default.



For more information, please visit the [Power Manager Battery](#) or [EnergyWise Home Battery](#) or contact your installer.