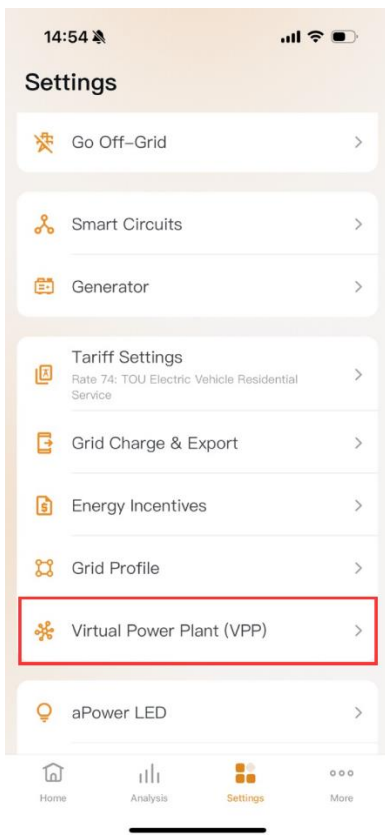


Energy Storage Solutions Program Enrollment Guidance

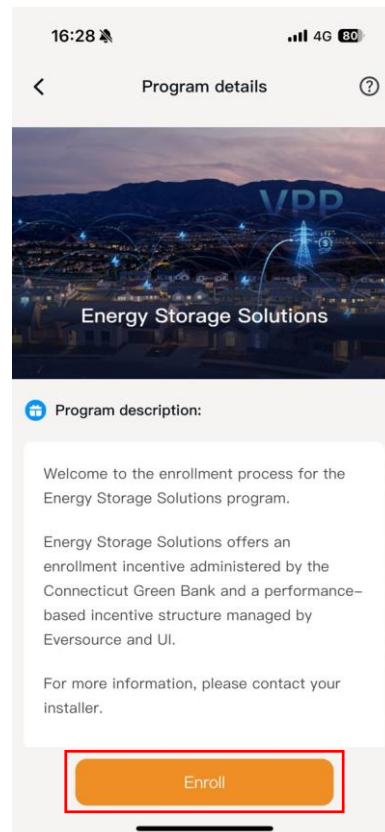
FranklinWH customers may enroll in the Energy Storage Solutions Program through the FranklinWH App.

The enrollment steps are described below.

1. Login to the FranklinWH App with the homeowner account.
2. Upon successful commissioning of your system, on your home screen, tap **Settings** > **Virtual Power Plant** to begin enrollment.



3. Tap **Enroll**.



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

You need to review the information and then select the box to agree to the **Terms & Conditions**. Ensure your information matches the information on your utility account.

Tap **Submit** to submit the application.

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

“Thank you for applying to the Energy Storage Solutions program. You will receive an email or message in-app from your utility company with your application status within the next 2 weeks.”

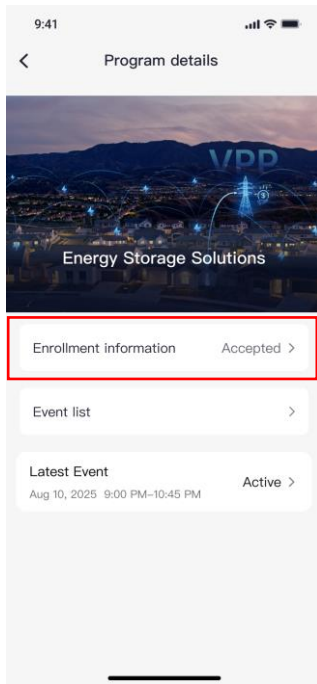
The **Enrollment information** status on the **Program details** page will be marked **Pending** until confirmation from the utility.

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

You may tap **Unenroll** to leave the program if needed. Please review the program’s **Terms & Conditions** or reach out to Energy Storage Solutions 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. For more questions on the status, please visit the [Energy Storage Solutions website](#) or contact your installer.



7. Once live on the program, around 24 hours prior to any VPP event, you will receive a notification informing you of the event timing and the power to be supplied to the grid. You may opt-out of the event if you choose not to participate. By default, participation for each VPP event is opt-in. 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 in **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.

