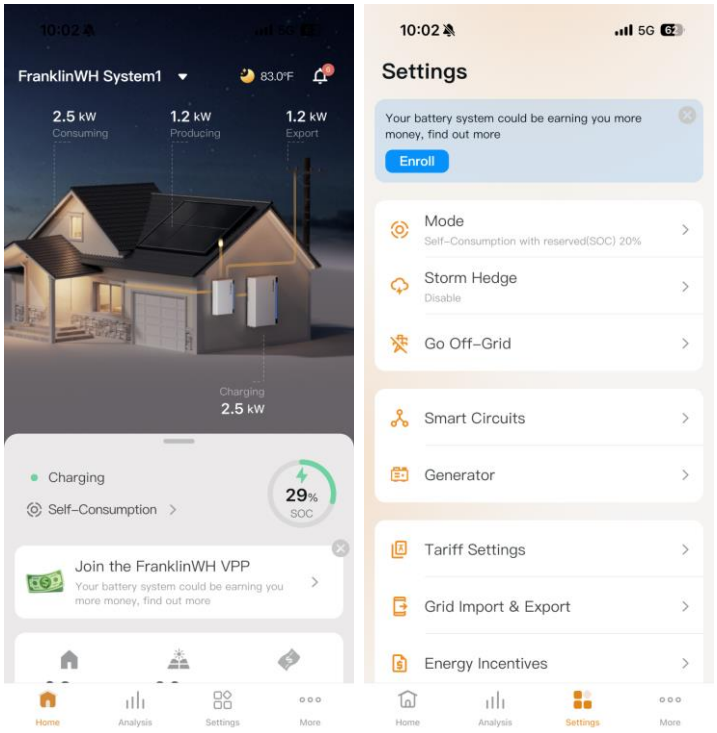
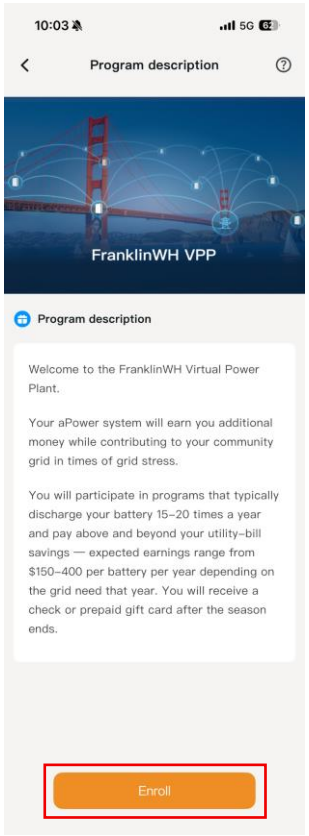
FranklinWH VPP Program Enrollment Guidance

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

1. Login to the FranklinWH App with your homeowner account.
2. Upon successful commissioning of your system, on the home screen, tap **Settings** > **Enroll** to begin enrollment or click on one of the banners on the home page or Settings tab.



3. Tap **Enroll**.

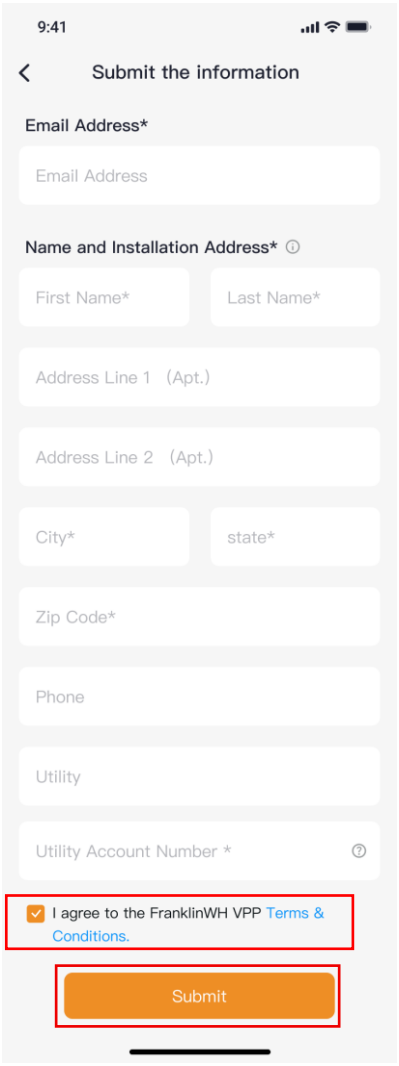


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4. Check or input your personal info on the **Submit the information** page.

   A. 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.

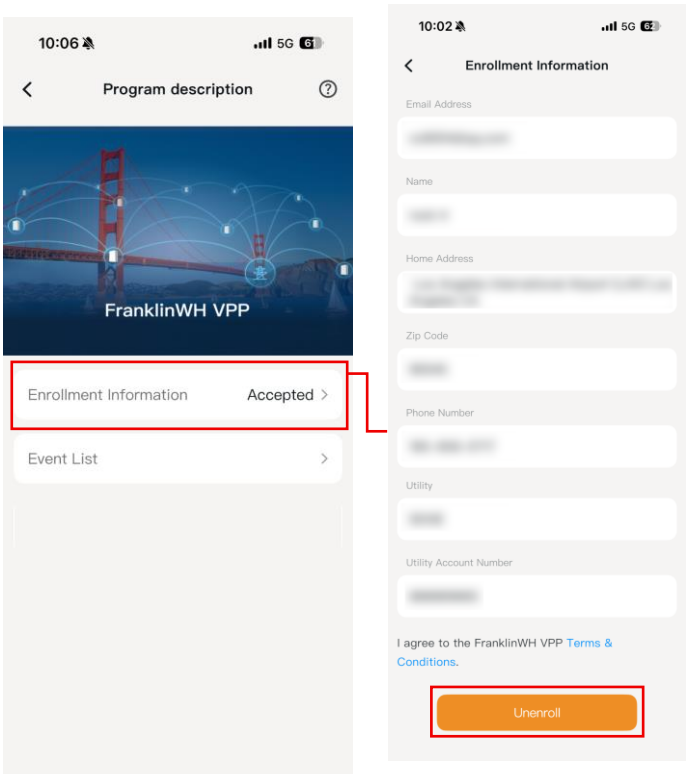
   B. Tap **Submit** to submit the application. Once your application is successfully submitted, it will be approved immediately.



5. The **Enrollment information** status on the **Program details** page will be marked **Accepted** after enrollment.

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

   B. You may tap **Unenroll** to leave the program if needed. Review the program's **Terms & Conditions** or reach out to FranklinWH before unenrolling.



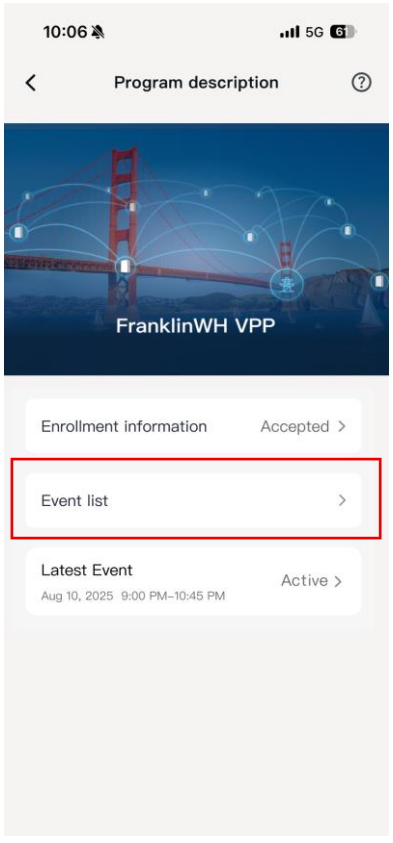
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6. Once live on the program, around 24 hours prior to any VPP event, you will receive a notification informing you of the event timing. You can opt-out of the event if you choose not to participate. By default, participation for each VPP event is opt-in. Please ensure that FranklinWH App notifications are enabled on your phone.

   Example:

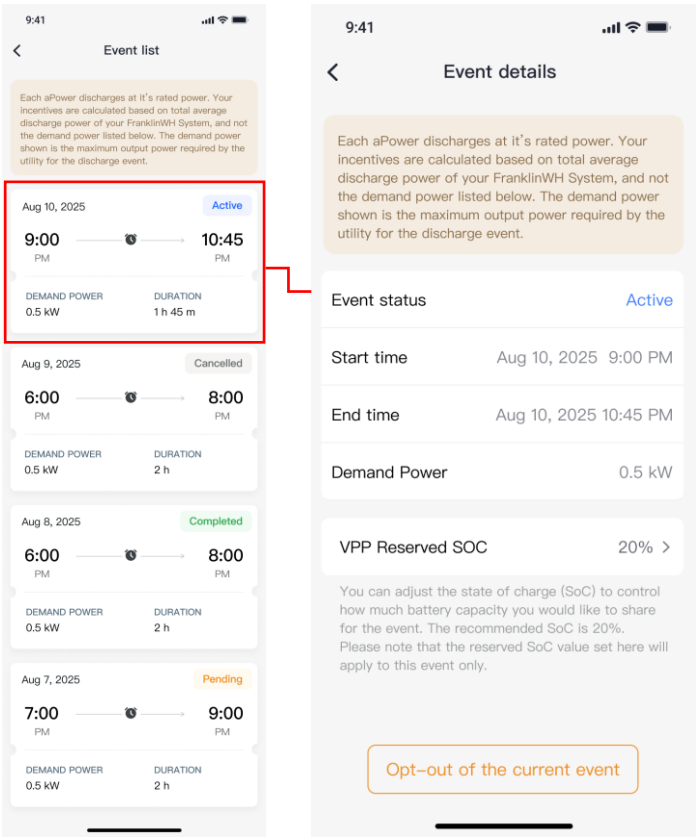
   "Join the [Program Name] export period from [Date][Time] to [Time], power xx kW.

   Participate in event set to Active."



   A. 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.

   B. You can adjust the state of charge (SOC) to control how much battery capacity you would like to share during the VPP event via the VPP Reserved SOC icon. The default SOC limit for each event is for no discharge below 20% SOC. Please note that the reserved SOC value affects only the individual event.



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