

SmartHome Battery Program Enrollment Guidance

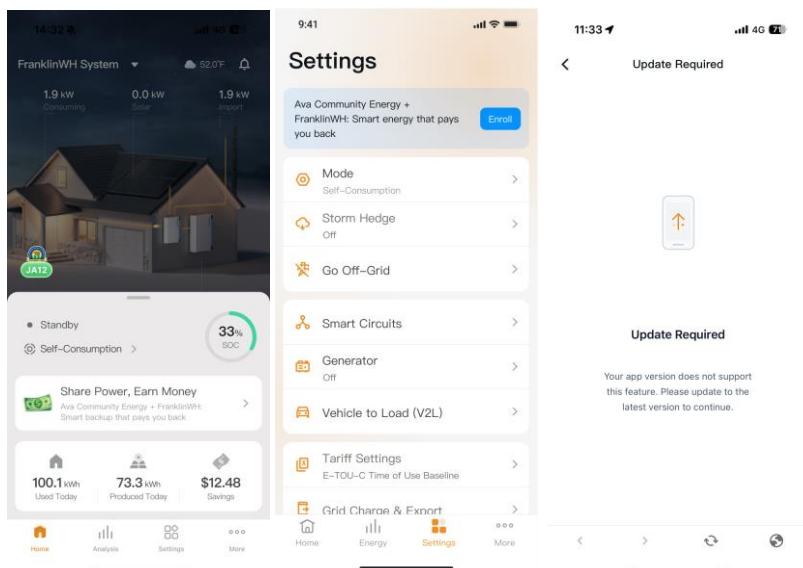
FranklinWH customers may enroll in the SmartHome Battery Program through the FranklinWH App. Enrollment for this program is completed through a form submitted directly to [Ava Community Energy](https://www.avaenergy.com). Please allow some time for your submission to be reviewed and approved. If you have any questions regarding enrollment, please contact avasmarthomebattery@lunarenergy.com.

The enrollment steps are described below:

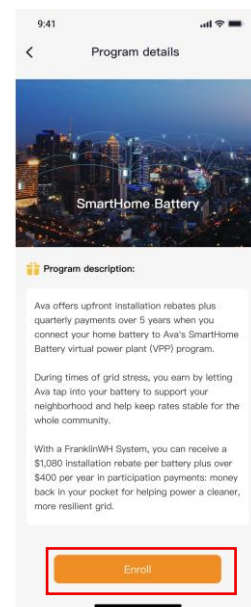
1. Login to the FranklinWH App with the homeowner account.
2. Upon successful commissioning of your system, on your home screen, tap **Settings** > **Enroll** to begin enrollment or click on one of the banners on the home page or Settings tab.

After tapping **Enroll**, if prompted, update the app before proceeding.

Note: Please confirm with Ava Community Energy or your FranklinWH Installation Partner if you are eligible for the program.

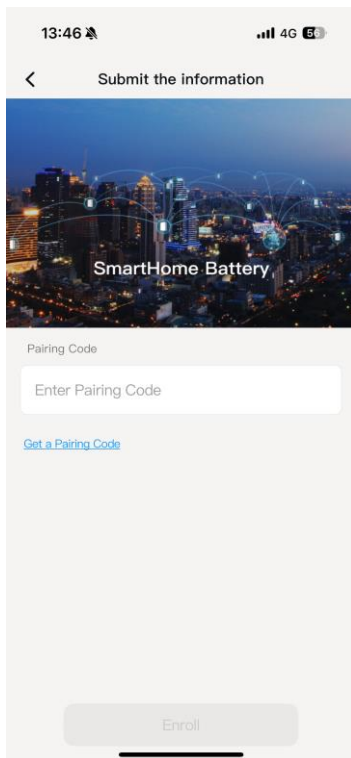


3. Tap **Enroll**.



4. Tap **Get a Pairing Code** for Enrollment to go to the SmartHome Battery registration page. After completing registration and passing the review, you will receive a Pairing Code.

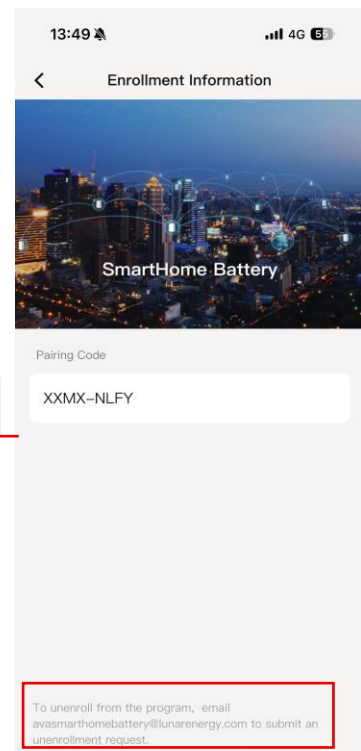
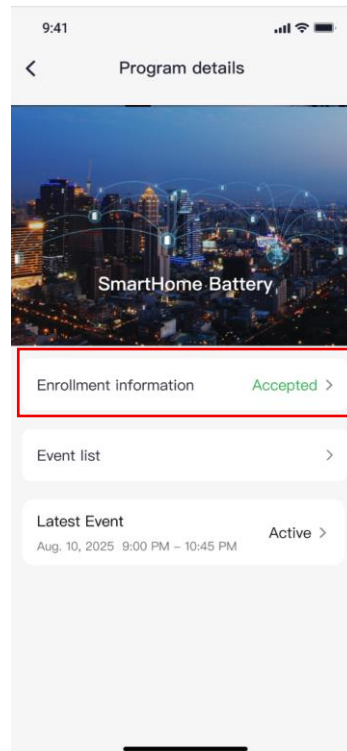
Enter the Pairing Code.



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

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

B. You may leave the program at any time. Reach out to Ava Community Energy to unenroll.



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 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."

- 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 for each event is no discharge below 20% SOC. Please note that the reserved SOC value affects the individual event only.

