

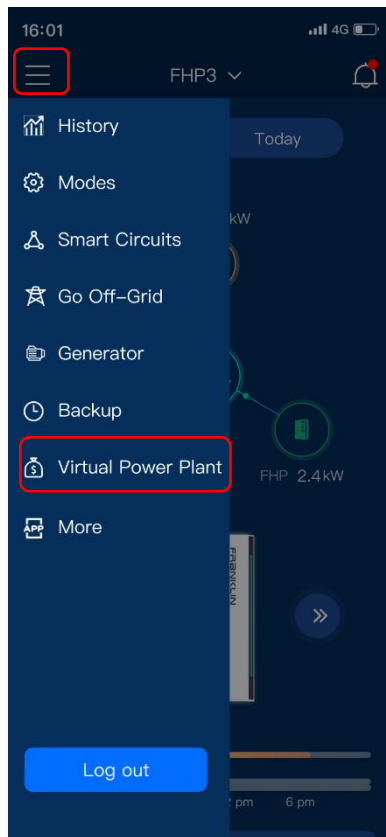
Duke Energy Battery Program enrollment guidance document

Franklin Home Power customers can enroll in the Duke Energy Battery Program through the FranklinWH App.

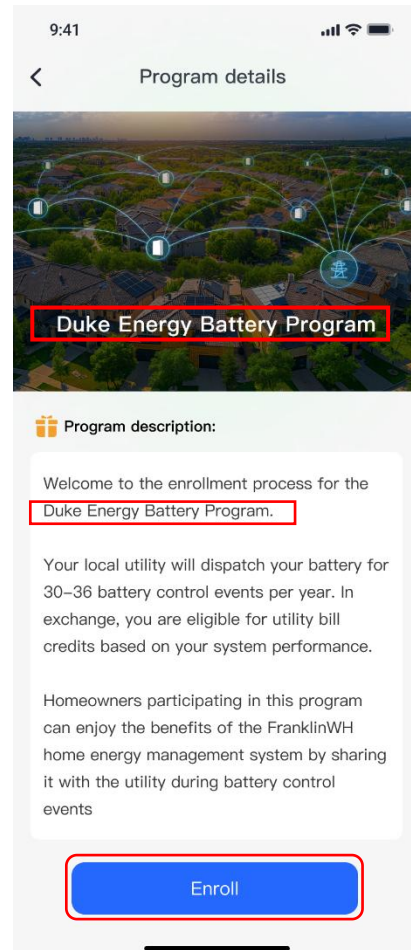
The enrollment steps are described below.

1. Log in to the FranklinWH App with the homeowner account. Click the menu icon in the upper left corner.

Then click **Virtual Power Plant** in the side menu to begin the enrollment.

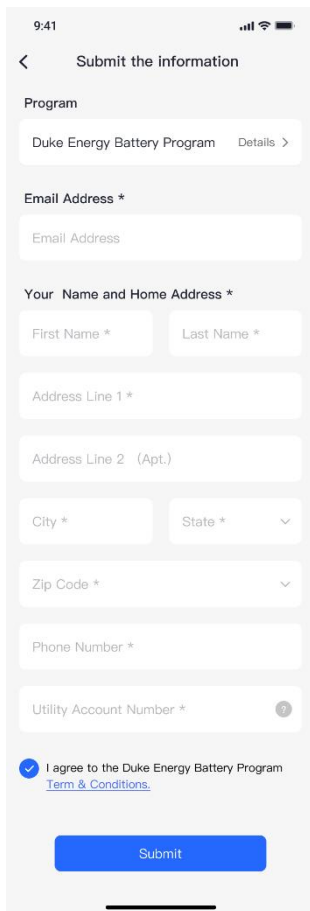


2. Click **Enroll** in the pop-up.



3. Check or input your personal info in the **Submit the information** page. You need to review and then tick the checkbox to agree to the Terms & Conditions.

Then click the **Submit** bar at the bottom to submit the application.



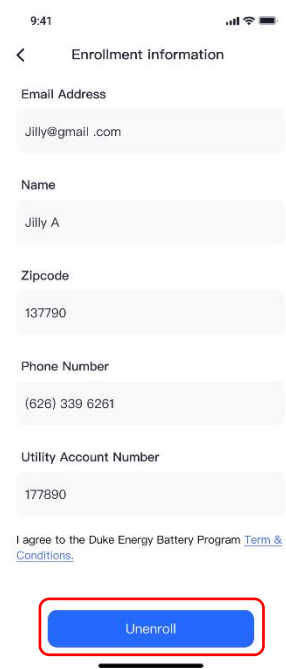
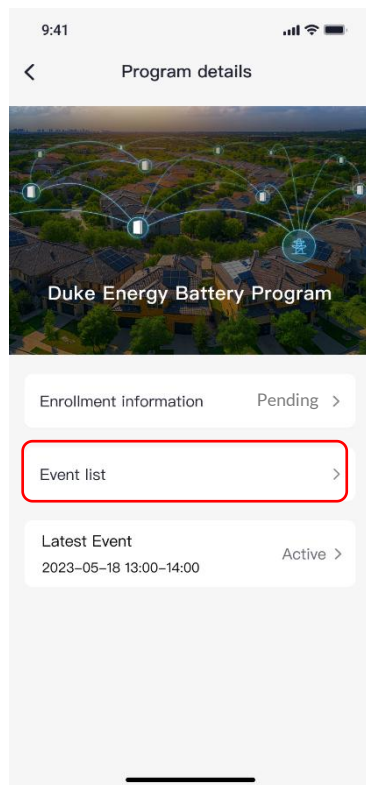
4. You will receive push notifications below once the enrollment information has been submitted successfully.

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

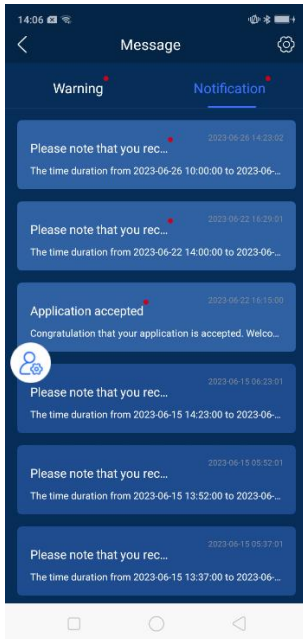
The **Enrollment information** status in the Program details page will be **“Pending”** until you are accepted into the program. Accepted customers will see **“xxx”** as their status.

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

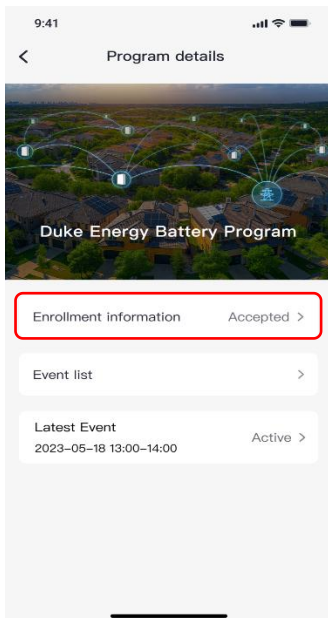
You can click the **Unenroll** bar to opt out of the program or a control event, if needed, but note that opting out of the program may mean that you no longer receive monthly bill credits.



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



The Enrollment information status will turn to be “Accepted” or “Rejected” depending on the result.



6. Twenty-four hours prior to an event, you will receive a push notification informing you of event times and power.

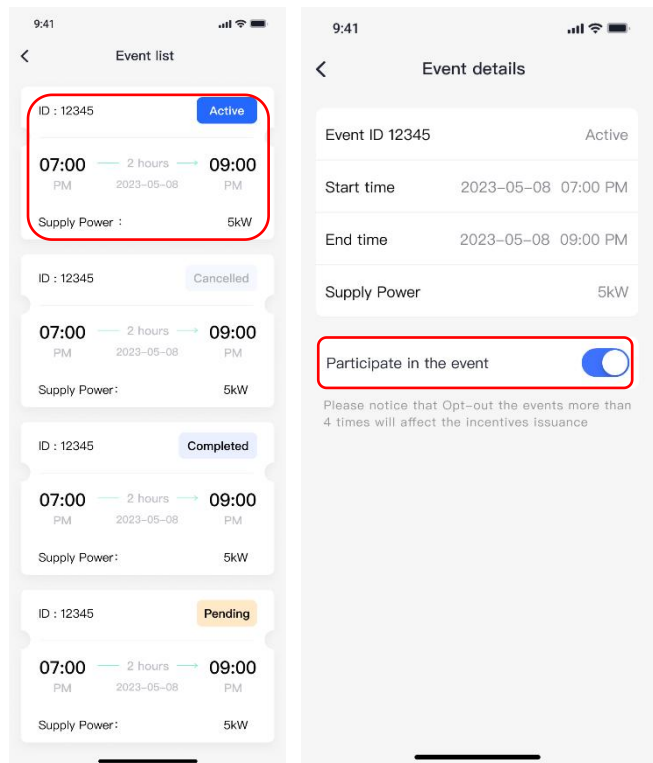
Example:

“The time duration from [Date][Time] to [Time], power xx kW.

Default you accept it.”

Click **Event list** bar in **Program details** page (shown in the previous step) to enter **Event list** page. Hit 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.