

Why should I join the SunPower® Virtual Power Plant?



Join the SunPower® Virtual Power Plant (VPP) and you can get paid to use your SunVault® storage system to help ease strain on the electric grid.¹

SunPower's Virtual Power Plant creates value for the grid by bringing together hundreds of SunVault systems to act like a power plant. Instead of your utility calling on dirtier fossil fuel plants during peak events when electricity demand is high, the utility can rely on the clean solar energy stored in your SunVault battery. The result? Cleaner power and more money in your pocket.



Earn extra cash

You can sell energy stored in your SunVault back to the utility when it's needed and earn money every year on top of your electric bill savings and incentives.¹



Control your settings

Maintain control over your battery settings so your participation in SunPower VPP matches your priorities. You can always adjust your battery reserve levels or even decide to opt out of a VPP event.



Help your community

Sharing your energy when the grid is under stress makes for a cleaner, stronger power grid across your state. When the grid can rely on homeowners instead of fossil fuels, it makes utilities more likely to use renewable energy to meet everyone's needs.



Automate your participation

It's easy! SunPower will manage your battery, calculate your earnings, and display your participation in your mySunPower® app. Just set your VPP reserve level and decide how you want to be notified of VPP events, then you can watch your earnings grow.

¹ Virtual Power Plant (VPP) programs are available only in select locations. Benefits of these programs vary and are subject to change. Please check with your grid electricity provider to see if you are eligible.

Energy Storage Solutions Details

What is Energy Storage Solutions?

Energy Storage Solutions is a Connecticut demand response program designed to help Eversource and United Illuminating customers install energy storage systems for their home. The program aims to increase the resiliency and reliability of the Connecticut grid by ensuring that homes, especially those in more vulnerable communities, are prepared against power outages. By using the clean energy stored in your storage system, you can help reduce carbon emissions and infrastructure costs in your area—and get rewarded by your utility for your participation.

How does it work?

- 1 Your utility will call a VPP event and indicate the date and time of the event (usually 24 hours in advance). SunPower will send you a notification through the mySunPower® app informing you about the event.
- 2 Your SunVault will participate by default, but you can always make changes to your battery reserve level or choose to opt out of the event. SunPower will automatically manage your SunVault's discharge to meet the event parameters.
- 3 After the event, your battery will return to normal operation (the previously-selected operating mode of either Reserve or Self-Supply).

What are the specifics of the SunPower VPP opportunity with Energy Storage Solutions?

	Upfront Incentive	Performance Incentive
Contract	You agree to supply your energy back to the grid for 10 years.	Participation is voluntary; however, your earnings are based on participation and performance. Higher reserve levels and event opt-outs will reduce compensation
Season	June 1 to Aug 31 weekdays, except holidays	Summer: June 1 to September 30 Winter: November 1 through March 31
Events per year	Approximately 60	Summer: 30-60 Winter: 1-5
Event time	Event discharge happens uniformly between 3 pm and 8 pm	Summer & Winter: Events may occur between 12 pm and 9 pm (all days))
Event duration	Events are typically 5 hours long	Events typically last between 1-3 hours
Compensation	Amount varies based on your SunVault's total energy capacity (kWh). It starts at \$2,600 and goes up for larger systems and certain income qualified customers. This is a one-time compensation.	Typical payment is \$600 per year, but it varies based on the utility demand and your participation.
Notification	You will not receive a notification for each event.	You will receive a notification for each performance event.
Control	You are required to discharge your battery for 95% of the passive events. You still have control over your battery settings but opting-out often or increasing your reserve levels above 20% may incur penalties at the end of the season.	You have control of your battery. Change the reserve level and/or opt out of an event any time— even during the event.

Frequently Asked Questions

How do I enroll in the SunPower VPP?

At this moment, enrollment for the CT-Energy Storage Solutions program can only happen through your dealer or installer through the Connecticut Greenbank portal. Please reach out to your solar dealer / installer and they will be able to assist you with the application.

In case you run into any issues or have any further questions, please reach out to us at vpp@sunpower.com.

Once you are enrolled and your system is commissioned, you will have access to the VPP Dashboard in your mySunPower app. The dashboard is located under the Profile section, SunPower VPP.

SunVault customers can enroll directly in the Performance Incentive through the mySunPower® mobile app:

- Launch the app and navigate to the Profile section. On the left-hand menu, click on "SunPower VPP." You will be directed to the enrollment options for the program.
- Review the program details to learn more.
- Click "Enroll Today" and follow the instructions.
 - The mySunPower app will guide you through the enrollment process. It should take approximately 5-10 minutes.

How does this program work? What will happen?

Once you sign up, you will automatically begin to participate. You will periodically receive notifications about SunPower VPP events to start earning rewards.

- **Event Notification:** The grid operators will let us know that a period of intense demand is coming up and will schedule a VPP event. The mySunPower app will send you a push notification to inform you about the event. These notifications usually happen 18-24 hours before the event.
- **Event Participation:** Your SunVault® battery will automatically discharge during these events to maximize your VPP earnings. Before and even during an event, you can still adjust your battery's reserve level.
- **Get Rewarded:** At the end of each season, SunPower and your utility will calculate your performance during the whole season and reward you for it. Your compensation will be based on the average total power provided to the grid for the entire season.

Is this program free to participate? And how much can I get paid?

This is a completely free service today. What you earn will vary based on your participation, including total number of events participated and the avg kW provided to the grid. The key to earning consistent rewards is to consistently participate in every event and ensure that your reserve level is low, ideally set to 20%.

When do I get paid for my participation?

Your Performance Incentive payment is calculated at the end of the season. After the season, SunPower will calculate your earnings based on your season participation performance and will pay you accordingly.

A check (or other form of payment) will be issued within 60-90 days after the end of the season, pending SunPower's reconciliation with the Energy Storage Solutions utility program administrators.

What is a VPP event and what happens during one?

A VPP event is when your utility needs additional energy sources to meet that demand for energy on the grid. In the past, these additional energy sources were “peaker” coal or gas power plants. Today, utilities can rely on clean solar energy stored in SunVault batteries instead.

During VPP events, the energy stored in your SunVault will be provided to the grid to help meet high demand. If you are enrolled in the SunPower VPP, you are opted into all events by default. After event notification, your SunVault will discharge until it reaches your minimum reserve level for VPP (found in the mySunPower® app, under SunPower VPP). This process occurs automatically so you do not have to take any action.

You can edit your reserve level or opt-out of the event at any point, whether before the event has started or while the event is in progress. If you opt-out from an event, you will not be able to opt back in again to this specific event. Opting out will also affect the rewards you earn in this program.

How many discharge events should I expect per year?

You can expect 30-60 events per year. Most events are concentrated in the second half of the summer season when demand for electricity is high.

What types of notifications do I receive if I enroll in a VPP program?

Once you enroll in a VPP program, your default setting will be to receive notifications. These notifications make it easy to know when an event is scheduled or taking place. This allows you to change your participation settings (modify reserve levels, opt-out, etc.).

You can expect to receive the following notifications:

- **Event Scheduled:** This notification is sent approximately 18-24 hours prior to the event’s starting time. Once this notification is sent, SunPower will maximize the amount of energy that your SunVault can deliver for rewards by charging your SunVault battery before the event begins. You can always change your battery reserve level for the event or opt out from an event directly through the mySunPower mobile or web app.
- **Event Updates:** You will also be notified:
 - When a VPP event has started.
 - When a VPP event has ended.
 - If a VPP event has been cancelled.

Please make sure to subscribe and/or adjust your notification settings on the mySunPower app through the Notification Preferences page in the Profile tab.

Can I go into other operational modes during an event session?

No. You have control over your SunVault battery’s operational mode, except for the times when the SunVault is in VPP mode (either preparing for an upcoming discharge event or during a discharge event). Once in VPP mode, you cannot change the SunVault operating mode until the VPP event ends or you opt-out of the event in the mySunPower app. However, even when your SunVault is in VPP mode, you can change your reserve level and even decide whether or not to participate in the event.

Can I control how much of my battery is discharged for a given event?

Yes. In the mySunPower mobile or Web app, you can control the reserve level of your SunVault for any VPP event. You can set a default reserve level for future discharge events or edit the reserve level of any specific event once the event is scheduled. Keep in mind that the lower you keep your reserve levels, the more energy you will discharge into the grid, and consequently, the more you will earn at the end of the season.

Why does my SunVault operational mode change prior to a VPP event?

Your SunVault changes to VPP mode prior to an event to ensure that you will have enough energy in your battery to participate in the VPP event. During this period, your battery will charge and/or remain in reserve in preparation for the event.

You will not be able to change the VPP mode until after the event has ended. If you must change the mode before or during the event, you will need to opt-out of the VPP event. Once you opt-out, opting back into the same event will not be possible.

Do I have to be in touch with my installer to participate in discharge events?

No. Once your SunVault system is installed and enrolled in the program, communication about events will come directly to you via the mySunPower app.

What happens if my system loses internet connection before or during an event?

Internet connectivity is required to transmit the event information to your SunVault system. If you have no internet connection when the event is scheduled, your system will not receive the event notification until internet connection is restored. If internet connection is restored between the time when the utility schedules the event and the event starts, your SunVault will likely still participate in the event as expected. If internet connectivity is lost during the event, your SunVault will continue to operate as scheduled until the event ends.

What happens if a grid power outage occurs during a discharge event?

If a grid power outage occurs during a discharge event, the system will automatically go into backup operation and will use the energy in your battery to power your selected circuits until grid power is restored. Please make sure to turn off any non-essential large appliances to extend your outage protection. In the SunVault tab of the mySunPower app you will be able to see how much time you have remaining in backup, based on the current consumption of your home.

If the power comes back on while the event is still active, the system will return to the event and will resume discharging to the grid for the duration of the discharge event.

Can I still participate in my other utility demand response programs?

No. You can only participate in one program at a time with Energy Storage Solutions. If the rules change, SunPower will do its best to support participation in other programs.

How do I stop participating in this program?

Your participation compensation is dependent on whether you signed up for the Upfront Incentive and/or the Performance Incentive. Considerations to keep in mind if you would like to unenroll from the program:

- 1 If you or your dealer received an upfront compensation in exchange for 10 years of passive dispatches, then you are still liable to return a pro-rated amount of the incentive to the Connecticut GreenBank.
- 2 If you are receiving Performance Incentives, we recommend you wait until the end of the season to unenroll. You can opt-out of future events for the season and still get compensated for the events you did participate in. If you still wish to unenroll mid-season you will forfeit any performance compensation by unenrolling mid-season.

If you no longer wish to participate for the season or subsequent seasons, please let us know at vpp@sunpower.com and we will initiate your unenrollment. SunPower may send you further information, including the unenrollment form required by the Connecticut GreenBank to officially unenroll.

I'm a SunPower solar customer but I have a battery from another company, can I take advantage of this program as well?

Sorry, this program is only available to SunPower SunVault customers. If you purchase a SunPower solar system, but your storage system is not a SunVault, SunPower VPP is not able to accept you at this time. We are working to provide this capability in the future. You may be able to contact your battery provider and see if they have a VPP offer that allows you to participate in the program.

What can I do if I think there is a mistake in my compensation? How can I reconcile it?

SunPower and the Energy Storage Solutions administrators track your performance in every VPP event and will display your performance in the mySunPower app under "Past Participated Events" in your SunPower VPP dashboard. If after reviewing the number you still believe a mistake has been made, or if you have any other questions, please contact vpp@sunpower.com.

Is there a minimum number of events that I need to participate in to get paid?

As a part of the Performance Incentive opportunity, there is no minimum number of events that you need to participate to get paid. However, the more events you participate in, the higher your performance will be and the more you will earn.

I need additional help. Who can I reach out to?

If you have any follow up questions related to the SunPower VPP Energy Storage Solutions program, please email us directly at vpp@sunpower.com.