

Why should I join the SunPower® Virtual Power Plant?



Join the SunPower® Virtual Power Plant (VPP) and you can earn money and rewards with your SunVault® storage system while helping to ease the 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.

OhmConnect Details

What is a VPP and how does it work?

When demand for energy is high, the electric grid can struggle to get enough energy to every home to prevent blackouts. Utilities will often turn to expensive, emergency power plants which can emit even more pollution.

Now, utilities can turn to SunPower's Virtual Power Plant (VPP), where groups of SunPower customers can use their SunVault® storage system to sell clean energy back to utilities.

What is OhmConnect?

SunPower is working with OhmConnect, a company with a strong track record of rewarding homeowners for reducing energy use during peak times, to bring this exciting VPP opportunity to you. SunPower will help manage your SunVault system to optimize your battery's participation during "earning events" when the grid is under strain. OhmConnect will manage your rewards and participation in the program.

What are the specifics of the SunPower VPP opportunity with OhmConnect?

Contract	None. You can participate as much or as little as you would like. The more you participate, the more you earn.
Season	Events happen year-round but have a higher frequency during summer months.
Events per year	Approximately 50-60 events.
Event time	Events may occur between 4 pm and 9 pm any day of the week.
Event duration	Events are 1 hour on average but can be as long as 3 hours.
Compensation	You will earn Watts, which are worth money or rewards in the OhmConnect Rewards Marketplace. Your Watts can be cashed out via PayPal or redeemed for things such as gift cards, devices and weekly prize entries.
Notification	You will receive a notification for every event. You can manage your notification settings in the mySunPower® app.
Control Options	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?

SunVault owners can enroll directly 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 page for the program.
- Review the program details to learn more.
- Click "Enroll Today" and follow the brief instructions. As part of the enrollment process, you will be redirected to OhmConnect to finish setting up your account. Enrollment takes approximately 5 minutes to complete.

Note: If you choose to proceed, SunPower will share certain data about you and your system with OhmConnect. You can review our Privacy Policy and Terms of Use for more information about what information is collected and how it is used and disclosed.

How does this program work? What will happen?

Once you sign up, you will automatically begin receiving notifications to participate in SunPower VPP events and 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, or 'OhmHour'. 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. For AutoOhms, (OhmHours called in emergencies), notifications will come in much closer to the event start time. If it's helpful, you can also sign up to receive OhmConnect SMS and email notifications in addition to mySunPower notifications.
- **Event Participation:** Your SunVault battery will automatically discharge during these events to reduce your grid energy consumption. Before, and even during an event, you can still adjust your battery's reserve level.
- **Get Rewarded:** OhmConnect will calculate your performance and reward you for it. During each event, you will earn 'Watts' that you can withdraw as cash, enter to win prizes, or exchange for smart home tech in the OhmConnect Rewards Marketplace.

Who is OhmConnect?

OhmConnect is a company that has been helping residential customers earn money from grid operators for over 10 years. When the grid is under pressure due to a combination of high demand for electricity and low supply, OhmConnect users reduce their consumption at home to help ease the strain and get compensated for how much they reduce and how often. Those high-usage times are also when the oldest and less efficient power plants are turned on for emergency power generation, so by reducing consumption, OhmConnect participants also contribute to a cleaner, lower-carbon power grid. Thanks to this collaboration, SunPower can offer this best-in-class experience to our customers in select locations.

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

Participation is free! Earnings will vary depending on how much of your energy consumption you are able to power with your SunVault. The key to earning rewards is to participate consistently in every event and make sure you are using as much of your battery as possible. That means keeping your reserve level low during events, ideally 20% or lower.

For more details about earnings, please go to <https://www.ohmconnect.com/help> and click on "rewards".

How do OhmConnect rewards work?

Whenever you successfully save energy during an event, also called an OhmHour or AutoOhm by OhmConnect, you can earn Watts. Watts can be exchanged for money or rewards in the OhmConnect Rewards Marketplace. When you have Watts in your OhmConnect account, you can do any of the following:

- **Improve your home's energy efficiency with smart home technology.** Smart home tech like smart thermostats and smart plugs not only earn you more Watts during VPP events but also ensure your home is operating as efficiently as possible, saving you money on your electricity bills. Watts can be applied toward big discounts on these items in OhmConnect's Marketplace.
- **Enter to win prizes.** Every week, there's a new, big-ticket prize up for grabs in the OhmConnect Marketplace for one lucky customer who 'buys' a ballot using their Watts. Peloton bikes, gift cards, ENERGY STAR appliances, cash prizes and more are up for grabs!
- **Take your chances with The Wheel!** Try your luck on The Wheel, a game that gives you chances to win OhmConnect swag, smart home technology like thermostats or smart plugs, entries into giveaways, and cash prizes.
- **Donate your Watts** to the California State Parks Foundation.
- **Cash out** via PayPal.
- **Maximize your future earnings** with bonuses that double your referral or device bonuses for a select period.

Learn more at <https://www.ohmconnect.com/help>

Note: Rewards for the SunPower VPP powered by OhmConnect are measured and redeemed in the OhmConnect app. Rewards are not yet shown in the mySunPower app.

When do I get paid each month and how do I cash out?

Your payments accrue after each event in the form of Watts. These Watts are available in your OhmConnect account to be redeemed at any time.

What is a VPP event or OhmHour and what happens during one?

A VPP event, also called an OhmHour or AutoOhm by OhmConnect, is a period when your utility asks that customers reduce their energy usage as much as possible. During VPP events, your SunVault will discharge, reducing your demand for grid energy to near zero. If you are enrolled in the SunPower VPP, you are opted into all events by default. After an event begins, your SunVault will discharge until it reaches the minimum reserve level you set for VPP events (found in the mySunPower app®, under SunPower VPP). This process happens 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 VPP earning events should I expect per year?

You can expect 50-60 events per year. Most events are concentrated in the summer season when demand for electricity is high. Make sure to subscribe to notifications through the mySunPower app to be notified about discharge event schedules and updates.

What types of notifications do I receive if I subscribe to the OhmConnect notifications option?

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. You are opted into all events by default. Once this notification is sent, SunPower will maximize the amount 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.
- **Event Performance:** When an event has ended, OhmConnect will notify you about your performance. The notification you will receive depends on how you have set up your notifications with OhmConnect. By default, you will receive SMS and/or emails.

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

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

Your SunVault changes to VPP mode approximately 3 hours 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.

I currently use SunVault on cost savings mode where it discharges during peak times to save me money on my bill. How would this affect my bill savings?

It will likely change very little. OhmHours often occur during Time of Use peak rate times (5-9pm in the summer) and your SunVault will continue to discharge during that time. Event discharges usually earn you 5-10x more when compared to Time of Use alone. You should not see your bill savings decrease, and you'll get VPP earnings in addition!

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

Yes. In the mySunPower 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 can save, and consequently, the more you can earn at the end of the season.

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. Please make sure to subscribe to the OhmConnect notifications through the Notification Preferences page in the Profile tab.

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 will be unenrolled from other programs. We are confident that for most users, this program will provide both the easiest and most lucrative way to earn money in a demand response program. If you are not satisfied with the earnings, you can unenroll at any time and go back to your former program.

How do I stop participating in this program?

You are welcome to opt out of the program whenever you want and restart whenever you are ready to get back to it. SunPower VPP powered by OhmConnect operates as a Pay-for-Performance program, so to stop the program, simply stop participating. There are two additional steps for those who have built up credits and have smart devices enrolled:

- **Use your credits.** This notification is sent approximately 18-24 hours prior to the event's starting time. You are opted into all events by default. Once this notification is sent, SunPower will maximize the amount 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.
- **Unenroll your SunVault and smart devices.** You may want to unenroll all connected devices from OhmConnect so they do not continue to control the devices during OhmHours and AutoOhms.

I'm an OhmConnect user but I have solar panels and battery from another solar company, can I take advantage of this program as well?

Sorry, this program is only available for SunPower customers. If you purchase a SunPower solar system, a SunPower solar and storage system, or a SunPower storage-only system, you may be eligible for the program.

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

SunPower and OhmConnect track your performance in every VPP event. OhmConnect will provide performance feedback after every event via notification (SMS and email). 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?

There is no minimum number of events, however, the more events you participate in, the higher your performance will be and the more rewards you can earn.

OhmConnect also rewards frequent participants more with their status. The higher your status, the more your Watts are worth in their marketplace. For more information about how your status can benefit you, please visit:

<https://www.ohmconnect.com/how-it-works/status>

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

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

For questions related specifically to OhmConnect and redeeming your rewards, please email them at help@ohmconnect.com or go to <https://ohmconnectsurveys.typeform.com/to/gv5J6R?typeform-source=www.ohmconnect.com>