

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

Virtual Power Plants can create value for the grid by controlling hundreds of SunVault systems simultaneously to 'act' like a power plant. Instead of the utility calling on dirtier fossil fuel plants during peak events (when electricity demand is high), the utility can rely on clean solar energy from a VPP of solar and storage systems like your SunVault® battery.



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.

Connected Solutions Details

What is Connected Solutions?

Connected Solutions is a VPP opportunity in some New England states focused on reducing stress on the grid during times of peak energy demand. By using the clean energy stored in your solar 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).
- 2 SunPower will send you a notification through the mySunPower® app informing you about the event.
- 3 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.
- 4 SunPower will automatically discharge your SunVault during the event.
- 5 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 Connected Solutions?

Contract	Enrolling in the VPP is voluntary and participation is optional. However, your earnings are based on participation and performance. Higher reserve levels and event opt-outs will reduce compensation.
Season	June 1 to September 30
Events per year	30-60
Event time	Events may occur between 2 and 7 pm
Event duration	2-4 hours per event
Compensation	Typical payment is about \$600 per year, but it varies based on the utility demand and your participation.
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 customers 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 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 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 Connected 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.

Once in VPP mode, you will not be able to change the operating 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 Connected Solutions. If the rules change, SunPower will do its best to support participation in other programs.

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. Since SunPower VPP and the Connected Solutions program operate on a pay for performance basis, to stop the program simply stop participating by opting out of each event.

If you no longer want to participate for the season or subsequent seasons, please let us know at vpp@sunpower.com and we will unenroll you from the program. Unenrolling from the program will eliminate the earnings for the season and will prevent you from re-joining in the same season.

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 Connected 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?

There is no minimum number of events, 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 Connected Solutions program, please email us directly at vpp@sunpower.com.