

Battery Control



HELP CUSTOMERS GET REWARDED FOR THEIR BATTERY STORAGE SYSTEM.

Duke Energy is offering a program to help customers receive monthly bill credits for enrolling a qualifying battery storage system. By enrolling in the Power Manager® battery control option, customers agree to let us make adjustments to their battery control system's operating settings 30-36 times.

How It Works:



Enroll online – Enroll a customer's eligible battery storage system.



Participate in events – Between 30-36 times per year, a signal will be sent to enrolled batteries to temporarily adjust the system's operating settings (charge, discharge, hold state of charge, return to normal operations, change of mode, store energy and provide stored electricity back to the grid).



Receive rewards – Participants receive monthly incentive payments as electric bill credits.



Make a difference – By participating, customers are helping support clean energy goals.

Program Details:

- Monthly bill credits for participating
- Provide Duke Energy the ability to charge, discharge and store energy and adjust other battery parameters
- Up to 36 battery control events per year (minimum of 30 events)
 - **December-March:** Up to 18 times
 - **May-September:** Up to nine times
 - **April, October and November:** Up to nine times
 - Customer may opt out of up to four events each year
- Battery won't be discharged below a 20% state of charge

Eligibility Requirements:

- Complete an interconnection application with Duke Energy and remain compliant with the interconnection standards to receive bill credits
- Participate for at least one year; for participation as part of PowerPairSM, see PowerPair program details at duke-energy.com/PowerPair for additional requirements
- Have an eligible battery make and model installed from the list available on our website
- Maintain a reliable internet connection with installed battery
- View tariff online for full requirements at duke-energy.com/PMBattery

Frequently Asked Questions

What can a customer expect after enrolling?

Duke Energy will confirm a customer's eligibility. The customer will be notified once their enrollment is accepted, including a test for connectivity. The customer will receive monthly bill credits for continuing to meet program requirements, including internet connectivity and participating in events.

What is a Power Manager event?

The Power Manager program allows Duke Energy to use flexible resources, such as a customer's battery, to support the operation of the grid. We will call an event, which lets the customer's device know we are asking to use it at a specific time. This decreases the use of less efficient and more expensive energy sources to support the grid.

Does the battery control option affect a customer's electric bill?

Participants in the battery control option will receive a monthly bill credit based on the make and model of their battery storage system enrolled in the program. Bills will be calculated based on the consumption and discharge of the home's meter and the customer's rider and rate schedule selection. The customer's rate can be found at the top of their electric bill. More information on rate types is located at duke-energy.com/rates.

How will a customer's battery storage system be adjusted?

Duke Energy will send a message through the battery control provider to a customer's battery during an event with

information on the specific event start, duration and electricity demand. This will then cause their battery to charge, if necessary, prior to the event to maximize their availability for discharge back to the grid.

How long do events last?

The event period can last up to 48 hours. The charge and discharge length will be dependent on the customer's specific battery system. Event charge and discharge will typically range from one to three hours.

When will customers receive the bill credit(s)?

Customers will begin receiving bill credits for participation in the program on the next bill cycle following enrollment. The enrollment process may require 30 days for completion and, at this time, is likely to include a test for connectivity to the battery.

Can a customer receive an incentive for multiple batteries?

Yes, if a customer has multiple batteries that qualify, the total nameplate capacity continuous discharge rate (kW) for all qualifying batteries will be used to calculate their monthly bill credits. Note that the residential interconnection limit of 20 kW applies to all incentive calculations such that, for example, if you are installing two 15-kW (eligible) battery systems, your incentive would not reflect 30 kW, but would be capped at 20 kW per interconnection limits.

Additional FAQs are available on the website.



FOR FULL PROGRAM DETAILS:

Visit duke-energy.com/PMBattery or scan the QR code.

