



Community-powered Virtual Power Plant

equiwatt Installer FAQs – AlphaESS Home Battery



FAQs for the Installer Network

1. What is equiwatt?

equiwatt is a smart energy management system and free app that integrates seamlessly with AlphaESS battery systems.

It enables homes to optimise their energy usage by shifting demand away from the busiest times of the day and unlocking rewards for exporting electricity back to the grid during peak time 'events'.

2. How does equiwatt integrate with the AlphaESS battery systems?

The integration is managed via the free equiwatt app. Customers simply need to input their inverter serial number and check code into the equiwatt app to connect their battery.

Once connected, the app allows automatic participation in grid events and enables the customer to see their real-time charge and discharge rates.

3. What steps must a customer follow to connect their battery?

To connect their system, customers should follow the steps below:

Step 1: App Setup

- Download and install the equiwatt app if not already installed.
- Open the equiwatt app.
- Follow the onscreen instructions to create and set up an equiwatt account.
- Connect a working smart meter to the equiwatt app. (Full instructions on how to connect a smart meter to the equiwatt app can be found

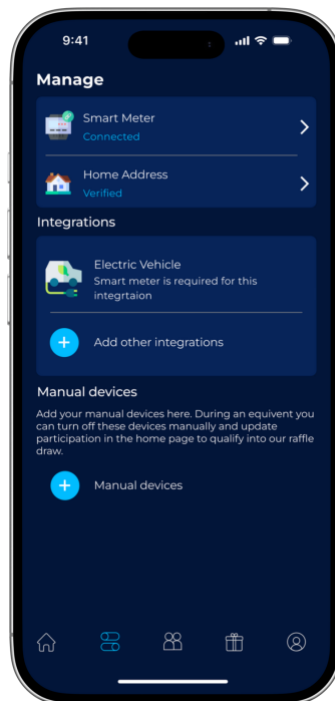
here: <https://www.equiwatt.com/help/how-do-i-connect-my-smart-meter-to-the-equiwatt-app>)

PLEASE NOTE: The customer will need access to their email address, a smart meter and either access to their In-Home Display, documentation that shows their home address or a payment card registered to the address where the smart meter is located to set up their account.

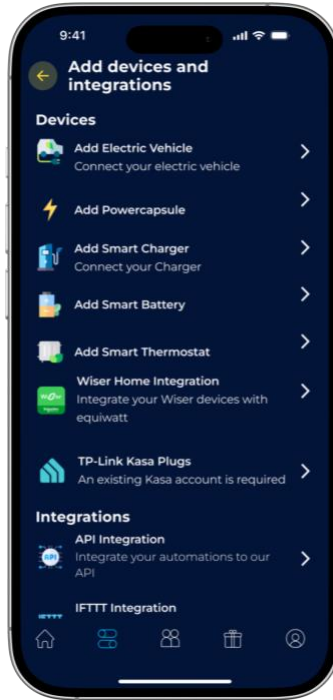
More information can be found here: <https://www.equiwatt.com/help/what-do-i-need-to-link-my-smart-meter-to-equiwatt>

Step 2: Connecting the Battery

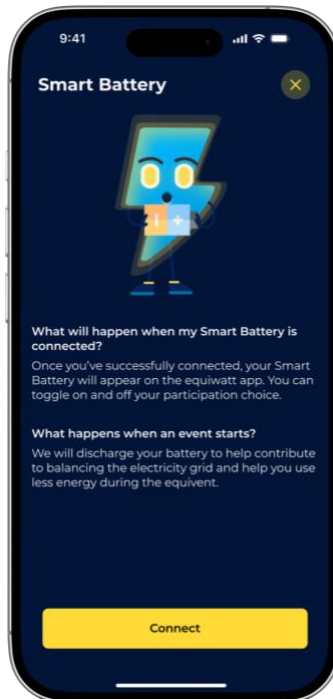
- Open the equiwatt app.



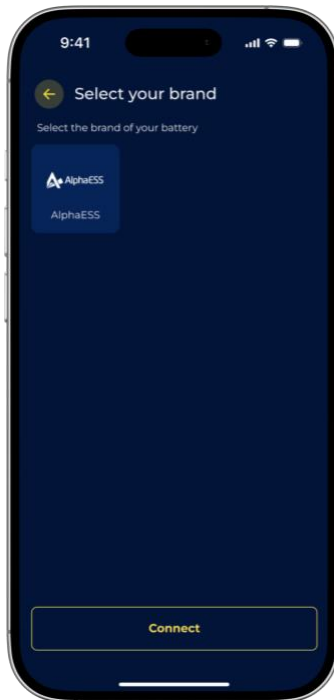
- Open the 'Manage' tab (Toggle icon) of the equiwatt app.



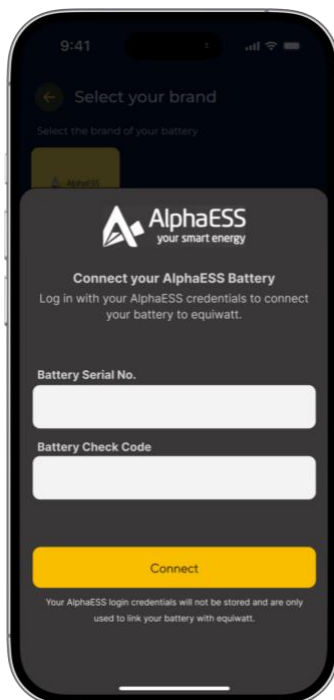
- Select 'Add other integrations' and press 'Add Smart Battery'.



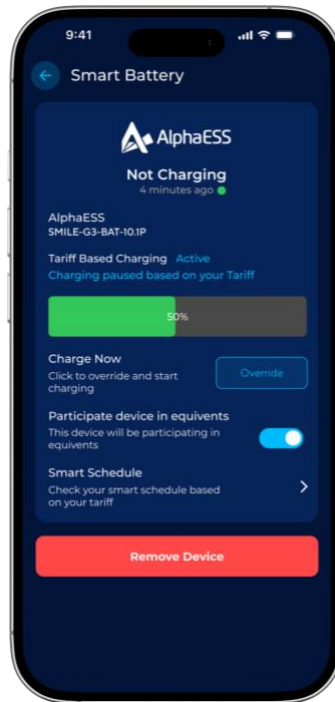
- Press 'Connect'.



- Select 'AlphaESS' from the list and press 'Connect'.



- Enter the inverter Serial Number and Check Code when prompted.



- The app should now display the 'Participation Controls' screen, indicating the setup has been completed successfully.

PLEASE NOTE: If you have any issues getting your battery connected. Please send us an email at hello@equiwatt.com and we will assist you.

4. What benefits does equiwatt offer to customers?

By integrating their battery with the free equiwatt app, AlphaESS customers can enjoy:

- Faster ROI on their battery investment through reduced payback periods
- Lower annual energy costs
- Opportunity to earn rewards by taking part in grid flexibility events

All of this can be achieved without having to change energy provider or energy tariff, thanks to equiwatt's energy supplier agnostic approach.

5. How do installers benefit from integrating equiwatt?

Installers will receive 5% of any reward that a customer earns from taking part in an event, forever. This gives installers a new revenue stream.

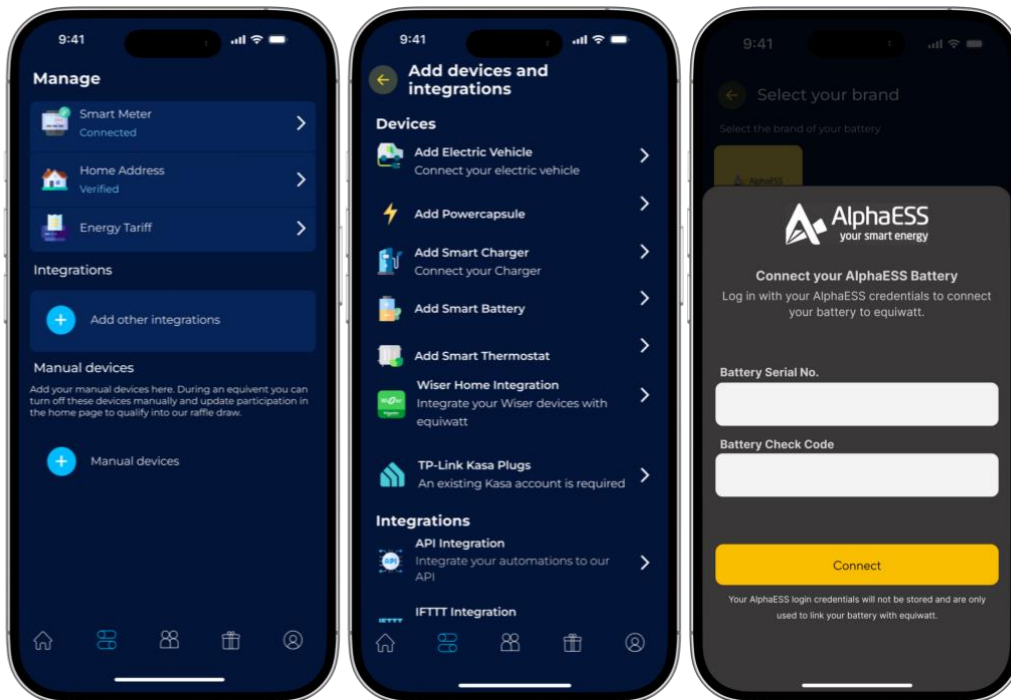
Installers can also enhance their sales proposition with a value-added service by giving customers a clear understanding of how, with equiwatt, their battery can not only reduce their ROI but also help turn their asset into a new revenue stream for them. This differentiates their offering from their competitors.

Additionally, as equiwatt is compatible with several other low-carbon technologies, including EV chargers and heat pumps, it provides further possibilities to create new revenue opportunities.

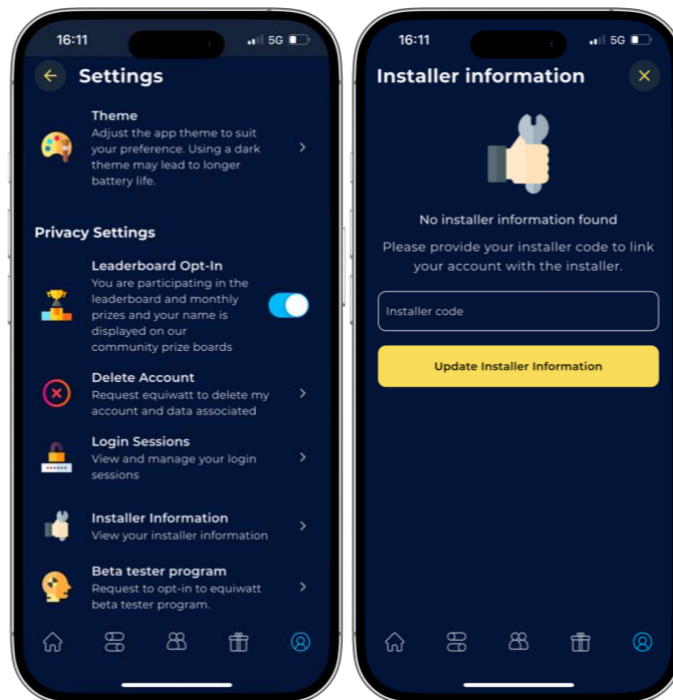
6. How do installers receive their 5% reward?

To make sure that they receive their 5% reward bonus, installers must make sure to follow the steps below when setting up equiwatt on their customer's AlphaESS system.

- 1. Add system** - Open the 'Manage' tab in the equiwatt app and follow the simple onscreen instructions to connect the customer's AlphaESS battery. Please note you will need the battery serial number and check code to complete the battery set-up.



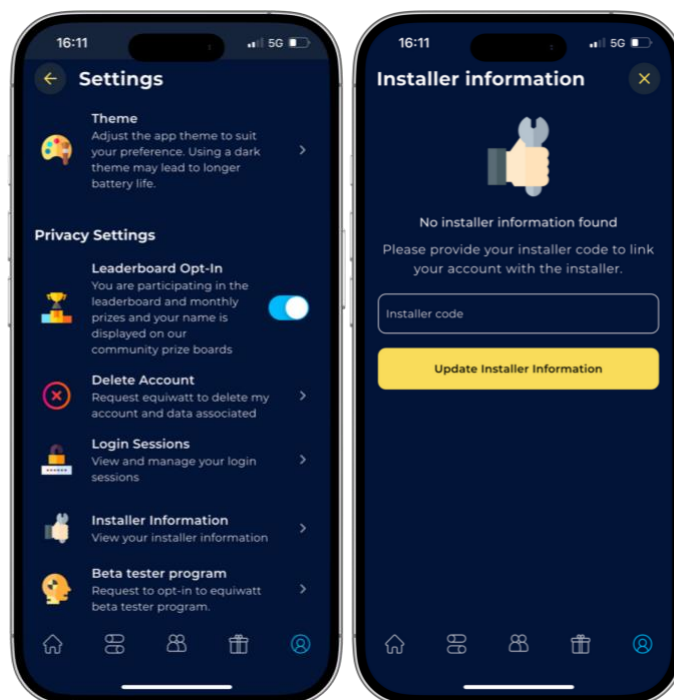
2. **Enter Installer Code** - After successfully adding the customer's AlphaESS battery system, open the settings tab, select 'Installer Information' and add your unique Installer Code.



3. **Customer Joins Events** – The customer's battery (and other connected devices, e.g. EV, Heat Pump, etc.) automatically takes part in flex events and earns points for saving energy.
4. **Get Paid Quarterly** – You'll receive a statement of your accumulated 5% earnings from your customer's participation in events every quarter. Submit your invoice to receive payment.

7. Where do Installers enter their Installer ID?

After connecting a customer's AlphaESS system in the equiwatt app, you will need to add your 'Installer Code' via the app settings screen. Installers simply need to enter their unique Installer Code here. This step is essential and helps equiwatt to track an installer's rewards.



8. What happens after an Installer enters their Installer ID?

After being set up, a customer's AlphaESS battery system will automatically take part in any flex events run by equiwatt. If a customer connects other compatible devices (e.g. EV chargers, smart plugs, smart thermostat, etc.), those will also earn rewards. Installers will receive 5% of everything a customer earns from taking part in events via the equiwatt app.

9. How and when will Installers get paid?

Installers are paid quarterly. At the end of each quarter, equiwatt will send Installers a breakdown of their earnings generated by their referred customers. Installers will then need to submit an invoice for the total amount, and payment will be processed by their preferred method.

10. Where can Installers find their Installer Code or request one?

Installers will be given an Installer Code when they are onboarded by the equiwatt team. Alternatively, one can be requested by emailing the equiwatt team at hello@equiwatt.com.

11. Do Installers earn from all devices or just AlphaESS systems?

Installers will earn 5% from every device that a customer connects and uses in one of equiwatt's flex events. The more devices a customer connects, the more energy they can help shift and the more rewards both the customer and the Installer can earn.

12. Are there any compatibility or technical requirements?

No additional hardware is required to integrate an AlphaESS system with equiwatt. The integration is fully app-based and works with all AlphaESS systems:

- **Smile G3**
- **Smile 5**
- **Smile B3**
- **Smile B3 Plus**
- **Smile T10-HV**
- **Smile S6**

However, a customer must have a **compatible smart meter** that is sending **half-hourly readings** installed at their property and an **export MPAN** to be able to export energy back to the grid during flexibility events.

13. What should be done if the connection to the equiwatt app fails?

- First, ensure that the serial number and battery check code are entered correctly.
- Check the device's internet connection and that the app is up to date.
- If any issues persist, installers should contact equiwatt support for further assistance. This can be done by:
 - Email at hello@equiwatt.com
 - Phone at 07727 654 502.

14. Where can installers access further technical support and resources?

Installers can access further documentation and support materials through the dedicated equiwatt section in the AlphaESS installer portal.

For direct assistance, equiwatt's support team can be reached at hello@equiwatt.com or via their website (www.equi watt.com).