

## **SUNSTRONG VIRTUAL POWER PLANT NORTHEAST**

### **MASTER SERVICES AGREEMENT**

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This Master Services Agreement (this “MSA”) governs your participation in the SunStrong Management Virtual Power Plant Northeast program (“VPP Program”). The VPP Program enables eligible customers with behind the meter energy storage systems to participate in the ConnectedSolutions Program, operated by EnergyHub, Inc. (“EnergyHub”), in accordance with applicable rules of the Program Administrators. Capitalized terms used in this MSA without definition have the meanings specified in section 1.

This MSA applies to the ConnectedSolutions Program and to any successor, replacement, expansion, supplemental, or derivative program established by the Program Administrators that utilizes behind-the-meter energy storage systems for grid services. SunStrong Management LLC (“SunStrong”) may transition your enrollment to a Successor Program without prior notice or consent. If the Successor Program requires additional terms, SunStrong will provide them to you, and you shall have an opportunity to opt out at that time. Your continued participation in the Successor Program will constitute acceptance.

By enrolling in, remaining enrolled in, or receiving any compensation under the VPP Program, you agree to the terms of this MSA and the Program Guidelines, as revised from time to time and available

- For Massachusetts Customers: <https://www.masssave.com/-/media/Files/PDFs/Save/Residential/ConnectedSolutions-Battery-Storage.pdf>
- For Rhode Island Customers: [https://www.rienergy.com/site/-/media/rie-jss-app/home/ways-to-save/rebates-and-savings-programs/connectedsolutions/battery-program/RIE\\_Program-Guide\\_Battery-Energy-Storage-2025.pdf](https://www.rienergy.com/site/-/media/rie-jss-app/home/ways-to-save/rebates-and-savings-programs/connectedsolutions/battery-program/RIE_Program-Guide_Battery-Energy-Storage-2025.pdf)

SunStrong acts as your Aggregator for the ConnectedSolutions Program.

#### **1. Definitions**

“**Aggregator**” means SunStrong Management LLC or the partner/affiliate it designates.

“**Customer**” or “**You**” means the person enrolled or auto-enrolled in the VPP Program.

“**Customer Agreement**” means your existing lease, loan, or power purchase agreement for the Device, as managed by SunStrong.

“**Device**” means your eligible behind-the-meter energy storage system capable of responding to a Dispatch Event.

**“Dispatch Event”** or **“Event”** means an EnergyHub-initiated energy dispatch instruction, including operational, reliability, and test dispatches.

**“ConnectedSolutions Program”** or **“ConnectedSolutions”** means the ConnectedSolutions program and any authorized expansions created by the Program Administrators.

**“OEM”** means original equipment manufacturer.

**“Program Administrators”** means the utility distribution companies that run the ConnectedSolutions program including Eversource, National Grid, Cape Light Compact, and Rhode Island Energy.

**“Program Data”** means data related to your identity (including name, telephone number, email, and address), your ConnectedSolutions enrollment and Event participation status, your energy usage and/or energy production, your Service account, your electric bill, and operational data (e.g., charge/discharge, nameplate and capacity) about your Device(s).

**“Program Guidelines”** means the most recent approved version of the ConnectedSolutions Program Guidelines as published on the Program Administrator’s website.

**“Reward”** means monetary compensation paid by SunStrong to You for validated participation in Dispatch Events.

**“Service”** means the communications connection between SunStrong and your Device, including OEM and DERMS integrations.

**“Successor Program”** means any program established, modified, expanded, or approved by the Program Administrators that replaces, continues, or supersedes the ConnectedSolutions Program, or that provides substantially similar grid-services opportunities for behind-the-meter battery systems.

**“Utility Distribution Company”** or **“UDC”** means your utility electric provider, e.g., Eversource, National Grid, Cape Light Compact, and Rhode Island Energy.

In the event of a conflict between the terms of this MSA and the Customer Agreement, the terms of this MSA shall govern solely with respect to VPP Program participation.

## **2. Program Overview**

The VPP Program allows SunStrong to manage your Device’s participation in the ConnectedSolutions Program. The Program Administrators may call Dispatch Events

during periods of high system load, reliability needs, or other conditions consistent with Program Guidelines.

### 3. Program Benefits

- **Earn Rewards:** Receive monetary incentives for every kW your Device provides to the grid during Events. You do not need to change your behavior or take action to benefit, beyond meeting the eligibility and connectivity requirements detailed below. SunStrong will manage your Device on your behalf unless You want to make a change.
- **Maintain Control:** SunStrong will ensure that Device reserve settings are maintained. Dispatch will not occur during significant severe weather as defined by the Program Administrators. You can adjust your Device reserve settings, if such a setting is available, and unenroll from the VPP program or any Successor Program at any time.
- **Be a Good Grid Citizen:** Small contributions from your Device can help to avoid or reduce grid outages in an emergency. You are doing your part to support your community.

### 4. Enrollment

SunStrong may adjust or update enrollment methods at any time and may require You to accept modifications to the terms of this MSA to maintain enrollment. Enrollment is effective once SunStrong confirms your eligibility and Device connectivity.

#### 4.1 Default Auto-Enrollment

If You are a qualified SunStrong customer with a compatible Device, You may be automatically enrolled in the VPP Program unless You decline.

#### 4.2 Opt-In Enrollment

If You are a qualified SunStrong customer and not currently enrolled, or were previously enrolled but chose to opt-out, you may join the VPP Program through an opt-in process. SunStrong may offer opt-in enrollment through your Device's OEM app, online tools, customer requests, or direct outreach. To enroll, You must follow the instructions provided and authorize SunStrong to activate your participation.

#### 4.3 Ongoing Enrollment (Legacy Customers)

If You were previously enrolled through an opt-in or auto-enrollment process, You may remain enrolled in the VPP Program unless You opt out.

#### 4.4 Eligibility Requirements

You must:

- be at least 18 years of age
- have an active Customer Agreement
- maintain an active and current service account with your UDC
- have permission to operate from your host utility
- have one or more devices that are compatible with the ConnectedSolutions Program
- maintain continuous connectivity between your Device and SunStrong systems
- not be enrolled in a conflicting demand response program
- assist with connectivity and firmware troubleshooting
- provide any required information for government or regulatory reporting
- allow SunStrong to modify eligibility requirements in accordance with Program Guidelines

## **5. Customer Consent**

By participating, You authorize SunStrong and EnergyHub to:

- collect, use, and exchange Program Data
- adjust your Device reserve levels up to once a quarter with notice
- dispatch your Device during Events
- charge your Device before Events
- conduct test events and operational verifications
- contact You regarding Events, surveys, and program administration unless you opt-out
- use anonymized or aggregated Program Data for reports and regulatory filings

## **6. Device Operation**

Your Device may charge or discharge during Events. Event performance may vary based on reserve level, system state of charge, solar production, Device health, or connectivity. If the Device is performing normally, no site visit is required to participate in the VPP Program.

You may adjust your reserve settings through your OEM application, if such a setting is available, which may result in reduced participation or lower Rewards.

Dispatch will not occur during significant severe weather as defined in the Program Guidelines.

## **7. Event Participation and Opt-Out**

You may opt out of Events only through your Device's OEM interface, if such functionality is available. SunStrong does not provide a direct Event-by-Event opt-out process.

SunStrong has no obligation to override or modify your OEM reserve or opt-out selections.

## 8. Withdrawal from the VPP Program

You may withdraw entirely from the VPP Program at any time by contacting SunStrong at: <https://sunstrongmanagement.com/support/virtual-power-plant-vpp-support>

Withdrawal processing may take up to five (5) business days. After withdrawal, You will be ineligible to receive Rewards. Upon successful unenrollment, SunStrong will cease dispatching your Device.

## 9. Rewards

### 9.1 Reward Rate

You will receive compensation based on your Device's validated power discharge during Events, as determined per the Program Guidelines, at the authorized ConnectedSolutions Program rate when your Device was enrolled, to the extent your annual earnings exceed \$25 per year. This rate is locked-in for a five year period. SunStrong will receive a management fee for operation of the VPP Program that will be paid out of the authorized ConnectedSolutions Program rate, which is subject to change.

As of April of 2026, the authorized ConnectedSolutions Program rate as determined by the Program Administrators is (before management fees):

UDC	Reward Rate
National Grid – Massachusetts	\$275/kW
Eversource – Massachusetts	\$275/kW
Cape Light Compact – Massachusetts	\$275/kW
Rhode Island Energy	\$225/kW

The Reward Rate you receive may differ from the above depending on time of enrollment.

### 9.2 Management and Partner Fee

SunStrong will deduct a management fee from the ConnectedSolutions Program Reward. The management fee will be set as a percentage of the total Reward. As a consequence, the amount of the fee can vary on a customer-by-customer basis based on a variety of factors, including: Program requirements, volume and type of dispatch, Customer and/or Device settings, and other factors.

Currently, the management fee is set at 25% of Reward Rate. Customers will receive notice of any changes to the management fee.

### 9.3 Reward Delivery

Rewards will be provided to enrolled Customers having a servicing relationship with SunStrong once SunStrong validates Event performance and EnergyHub compensates

SunStrong. EnergyHub will forward payment to SunStrong within 30 days of receiving the incentive from the Program Administrators and any subcontractors, as applicable.

SunStrong provides Rewards in the form of bill credits for Customers holding a Lease and payment reductions for Customers holding a Loan. These methods are subject to change with notice. Customers receiving compensation above IRS reporting thresholds must provide valid taxpayer identification (Form W-9 or W-8 as applicable) before payment. SunStrong may withhold and report compensation per applicable tax law requirements.

Rewards will not be provided to Customers without an active Customer Agreement or for Events in which You do not participate due to reserve levels, connectivity issues, or opt-outs.

SunStrong reserves the right, in its sole discretion and without prior notice, to suspend or cancel the VPP Program.

#### **10. Unenrollment by SunStrong or EnergyHub**

You may be unenrolled if:

- You no longer have an active Customer Agreement
- your Device loses connectivity for extended periods
- your Device cannot be reliably dispatched
- You enroll in a conflicting DR program (subject to penalty)
- your system is not compatible with DERMS requirements
- You decline to accept modifications to this Agreement

Unenrollment does not affect your obligations under any separate system purchase, loan, or lease agreement. SunStrong will attempt to notify You upon unenrollment.

#### **11. VPP Complaint Procedure**

Complaints regarding the VPP Program should be submitted to:

SunStrong Management LLC

Email: [support@sunstrongmanagement.com](mailto:support@sunstrongmanagement.com)

Address: 20 Greenway Plaza, Suite 540, Houston, TX 77046-4845

Attn: [       ]

Please include Your Full Name and “ConnectedSolutions Complaint” in the subject line.

SunStrong will acknowledge receipt and aims to resolve complaints within thirty (30) days.

Should your complaint concern the unauthorized disclosure of privacy or proprietary information by the Aggregator, SunStrong will investigate such complaint. The timeline for

investigation and resolution of such complaint will be approximately three (3) months, subject to extension in the event information necessary for the investigation is not readily available.

## **12. Privacy**

SunStrong will manage Program Data in accordance with its Privacy Policy at:

<https://sunstrongmanagement.com/privacy/>

SunStrong will not sell Program Data or share Program Data with third parties except (a) EnergyHub, the Program Administrators, or their administrators for purposes of program operation, verification, or regulatory reporting; (b) service providers who require such data to operate the VPP Program and who are bound by confidentiality obligations; or (c) as required by law.

EnergyHub's privacy policy can be found at:

<http://www.energyhub.com/privacy-policy>

## **13. Changes to this Agreement**

SunStrong may modify the terms of this MSA at any time. SunStrong will notify You of material changes. You will maintain the right to reject changes and terminate without penalty. You may, upon notice to Aggregator, opt-out of any modified Terms. Your continued participation in the ConnectedSolutions Program thereafter signifies your acceptance of such modified terms.

## **14. Sponsor Disclaimer**

EnergyHub and the Program Administrators are not parties to this MSA and are not responsible for SunStrong's administration of the VPP Program. All compensation is issued solely by SunStrong. No bill credits will appear on the bill from your UDC as a result of VPP Program participation.

## **15. Acceptance**

By participating in, remaining enrolled in, or receiving Rewards under the VPP Program, You agree to terms of this MSA.