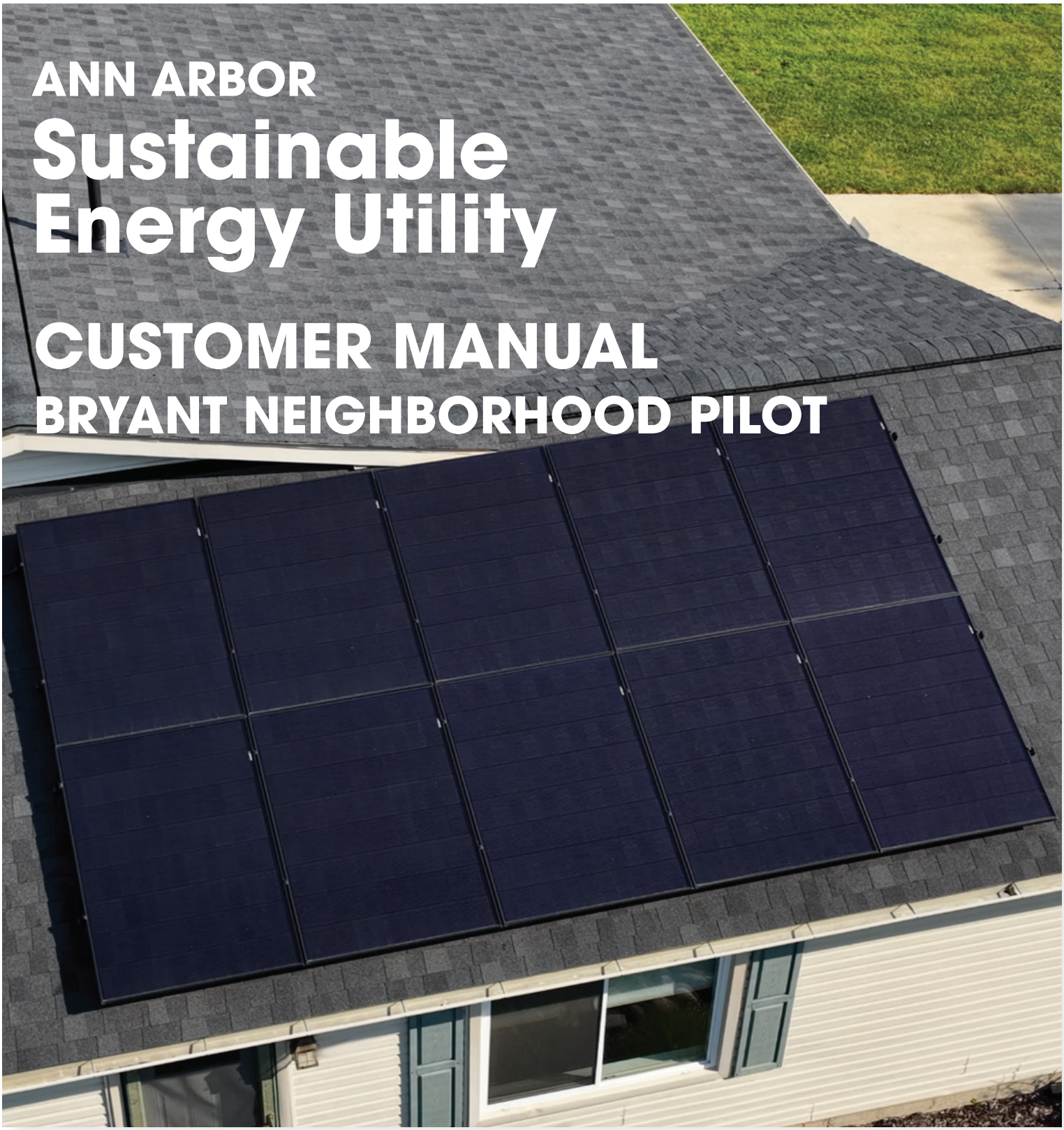
ANN ARBOR

Sustainable Energy Utility

CUSTOMER MANUAL

BRYANT NEIGHBORHOOD PILOT



Ann Arbor Sustainable Energy Utility

A2SEU.com

Ann Arbor Sustainable Energy Utility Customer Manual

Bryant neighborhood pilot

Welcome to the Ann Arbor Sustainable Energy Utility (A2SEU). This guide explains your solar and battery service, important safety information and how to manage your account.

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Safety

In an emergency, call 911. See below for fire, flood, smoke and other urgent problems.

Keep equipment clear

Keep safe access to all A2SEU and DTE equipment, including the battery, inverter, aGate, meters and switches. A2SEU staff, DTE staff and emergency crews must be able to get to them.

- Keep at least 3 feet of clear space in front of electrical equipment with switches or controls.
- Do not store items on, under or around the equipment. Do not build temporary or permanent structures around it. Do not pile snow around it.

Leave repairs to trained technicians

Your system works on its own. You do not need to touch the equipment or take any action to generate or use energy, even during a power outage. Do not take apart, repair, change or adjust the panels, battery, aGate box, inverter, wiring or switches.

Never open the battery pack. Only certified, qualified technicians may install, maintain or replace equipment or wiring, and they use proper safety gear to prevent electric shock. To ask questions or if problems happen that are not emergencies, call 734.794.6320 or email seu@a2gov.org. Customer Service hours are Monday–Friday, 8 a.m.–5 p.m.

Emergencies

Call 911 in an emergency. Your safety comes first. Only shut off equipment or take other steps below if you are sure you can do so without putting yourself, others or property at risk.

Emergency shutoff switch

This photo shows the emergency shutoff switch. It stops the flow of power, for maintenance by technicians or emergencies.



Fire

- Move to a safe area and call 911 as soon as it is safe to do so.
- If it is safe, shut off power via the emergency shutoff switch.
- Use an approved fire extinguisher only if it is safe to do so. Only a Class C (or Class ABC) dry chemical or carbon dioxide (CO_2) fire extinguisher can be used.

Flooding

- If water covers any of the battery wires (aPower) or aGate, stay away from the water and the equipment. The water may conduct electricity and cause electric shock.
- If it is safe, shut off power via the emergency shutoff switch.
- Drain water away from the system only if it is safe and possible.
- If water reaches the battery, contact A2SEU for an inspection. If water stays below the battery, let the area dry completely, then contact A2SEU for an inspection.

Noise, odors and smoke

- If you see or smell smoke, call 911.
- If it is safe, shut off power via the emergency shutoff switch.
- If it is safe, check that the area has good airflow and the vents are not blocked.
- If there is unusual noise or odor, contact A2SEU for help.

Your equipment

Your Bryant pilot system includes 10 rooftop solar panels and a battery. The photos below show the main parts of the system.



Solar panels

The panels turn sunlight into electricity. They may be mounted together or spread across different parts of your roof.



Battery

The battery stores energy for later use. The battery is the larger of the two white Franklin boxes.



aGate

The aGate serves as the system's "brain," directing energy between the panels, battery, your home and the power grid. The aGate is the smaller of the two white Franklin boxes.



Shutoff switch

Technicians may use this switch to stop power flowing between the solar panels, battery and home during maintenance or emergencies.

Power from the DTE grid

The grid is the network that delivers electricity from DTE. A2SEU service is supplemental, so your home will stay connected to DTE. When your A2SEU system cannot meet your needs, your home uses electricity from DTE's grid.

Starting service and using energy

When service begins

Your installation date is the day the equipment is placed at your home. However, service begins later, after your system has final inspections and gets Permission to Operate (PTO). This approval lets the system begin producing electricity. You will not be charged for A2SEU service until the system receives PTO and is operating.

Daily use – this happens automatically

Solar power goes to your home first. The aGate then sends extra solar energy to charge the battery. Once the battery is full, if there is still extra energy from the solar panels, the aGate may limit how much the panels produce or send extra energy to the DTE grid. (Your interconnection agreement with DTE sets the rules for sending power to the grid. Depending on that agreement, the system may limit its output or send extra power to DTE for a credit on your DTE bill.)

When your home is using more energy than the solar panels are producing, it will first draw from the battery to power your home, and if still needs more, you'll buy the rest from DTE. During normal daily use, the battery keeps a minimum 20% state of charge (meaning how full the battery is) in reserve for an unexpected outage.

Before a storm – this happens automatically

When severe weather is forecast or detected, the battery's "Storm Hedge" mode automatically stops normal daily battery use and tries to fully charge the battery, from solar and/or the DTE grid, so you have as much backup power as possible if the storm causes a grid power outage. The charge level reached depends on how much warning the system gets before the storm, based on National Weather Service warnings. After the threat passes, the system automatically returns to normal use on its own.

During a power outage – this happens automatically

The battery starts supplying power automatically when the system detects a DTE outage. You do not need to do anything to the equipment or app settings. When grid power returns, the system returns to normal use.

To make backup power last longer, turn off appliances and devices you do not need. Use power only for your most important needs. With low energy use and solar recharging, backup power may last for days. When the battery runs out, the system shuts down until the battery charges again, either from the solar panels or the grid.

System care and monitoring

Care at home

- You do not need to wash the solar panels. Rain clears away dust and pollen.
- Keep snow from building up on top of or around the battery. If needed, carefully use a brush or broom to clear snow from the top.
- Do not shovel or plow snow against the battery. Keep 3 feet of clear access to all equipment, as described on page 1.
- Report damage or other concerns to A2SEU. In an emergency, call 911.

Maintenance and property access

A2SEU owns and manages the system. We check it remotely and handle routine maintenance and repairs.

For work that is not an emergency, we will contact you to arrange a time to enter your property or reach your roof. We will always try to contact you before working on the system, except when an emergency puts safety at risk.

If there is an immediate threat to health or safety, A2SEU/other city staff or qualified contractors may need to access your property to reach the battery on the side of your home or the solar panels on your roof. They may repair, replace or remove A2SEU equipment to address the emergency.

Internet and cellular connections

The system can use a cellular connection, but it works best with Wi-Fi. If a long Wi-Fi outage keeps us from monitoring your system, A2SEU staff will contact you to help restore the connection and improve performance.

Viewing your system in the app

You can use the FranklinWH mobile app (the manufacturer of the system) to see how your system is working. Search for FranklinWH in the Apple App Store or Google Play, then log in to the app. Follow the directions listed in the next section.

The app shows current system activity, including:

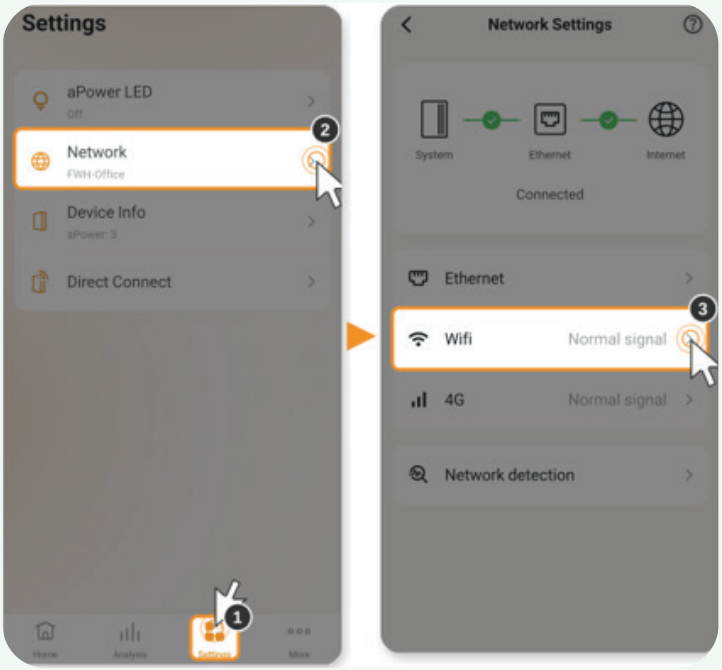
- How much electricity your panels have made
- How full the battery is and the estimated backup time you'll have in an outage
- Where power is flowing between your home, panels, battery and grid

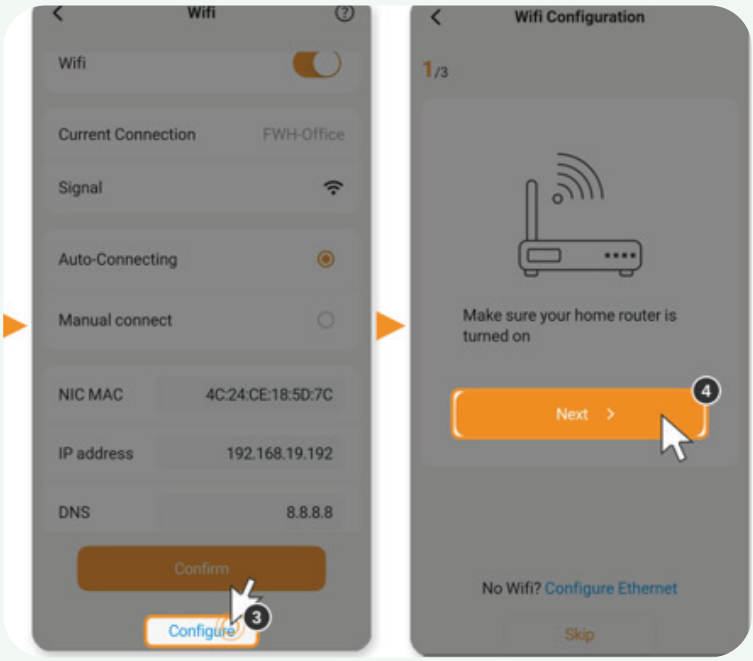
A2SEU controls the main system settings. Some settings are hidden or can only be viewed. You can change the options made available to you, such as turning the battery and aGate lights on or off.

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Connecting your FranklinWH system to Wi-Fi

You can connect your FranklinWH system to your home Wi-Fi in minutes from the FranklinWH Homeowner App. Before you start, make sure your home Wi-Fi router is on and your phone is near the aGate (the smaller of the two, white Franklin boxes installed on the side of your home).





1. Open the FranklinWH Homeowner App and tap the Settings tab at the bottom of the screen.
2. Tap Network to open network settings.
3. Tap Wi-Fi, then tap Configure at the bottom of the Wi-Fi screen.
4. Follow the three-step Wi-Fi Configuration wizard. Confirm your router is on and tap Next; the app detects nearby Wi-Fi networks — select your Wi-Fi network and enter its password to finish.

Bills and account changes

Your A2SEU bill

You pay a monthly fee for A2SEU service. For current rates, visit a2gov.org/SEUCustomers. You can pay your A2SEU bill online, by mail, in person at the City of Ann Arbor Customer Service desk, or at one of the city's payment drop boxes.

Your DTE bill

You will still receive and pay your DTE bill. A2SEU supplies part of your energy, and DTE supplies the rest when your system does not meet your home's needs.

You are responsible for both bills. Depending on your agreement with DTE, your DTE bill may include credits for extra electricity sent to the grid. DTE calls these “outflow credits.”

Moving or selling your home

Contact A2SEU as early as possible to close or transfer your account. Under A2SEU rules, you remain responsible for the bill for 60 days or until the new tenant or owner takes over responsibility for it.

Help and more information

Emergencies: Call 911.
If you have system concerns, billing questions or account changes, contact A2SEU through City of Ann Arbor Customer Service Monday–Friday, 8 a.m.–5 p.m.:
• Phone: 734.794.6320 • Email: seu@a2gov.org

Find the latest version of this guide and more customer information at a2gov.org/SEUCustomers. You can also visit A2SEU.com and select For Current Customers.