# Your Secure Hub Guide

# Your Secure Hub

Introducing your Secure Hub! Please refer to this brochure to learn how you can make the most out of using your device. This brochure includes relevant information for customers who top-up a PAYG meter and those customers who receive bills each month.

Your PAYG system comes in two parts. There is a consumer unit which will be installed in a cupboard, and a Hub. The consumer unit stores vand transmits your secure data and the Hub allows you to access your Pay-As-You-Go credit details and your energy consumption. It also stores your tariff details and has a messaging service.

Your Hub unit uses 2 x AAA batteries and has a USB mains charger.

# Managing Your Account Using Your Hub

## Understanding the main display:

```
1 →   📶 15.08        Account Info        26.01.19
2 →   [Menu]                              [✉]        ← 4

         Date    Amount                ____
3 →    ------  ------
       10.01.19  £30.00 St        Balance: £30.00
                                  Updt On: 10.01.19 13:45

                                  Days Left: 300

         History      [A/C]                 F      ← 5
                         ↑
                         6
```
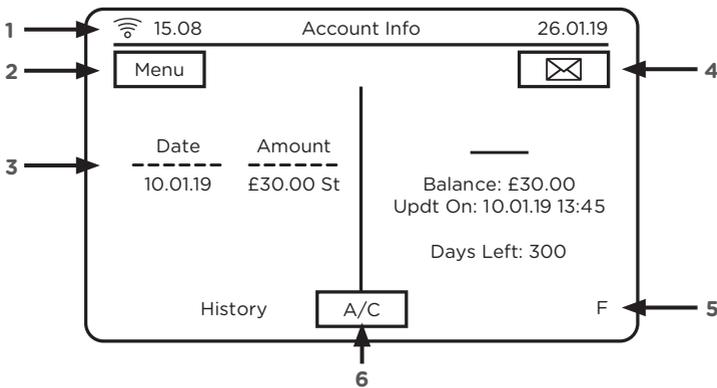
1. **Network Connection Status**

2. **Menu Button**

3. **Last 5 Transactions**

4. **Message Icon**

5. **Meter Operating Mode Indicator:** PAYG (P), Credit Billing (C, Emergency Credit (E) or Friendly Credit (F) mode.

6. **Unit Selection Button:** Press this to toggle between your account information (A/C), or consumption information in kWh or CO2.

## How to top up when a payment has not automatically been added to your account

You will need a payment receipt to top-up your account.

Selecting the Account icon from the main menu allows you to access the payment screen to top-up manually. In the transaction screen, enter the numeric vend code printed on your payment receipt.



14.25       Transaction       26.01.19

Back

Type in number from
vend code token.
Press 'delete' to correct.
Press'enter'
when complete

| 7 | 8 | 9 |
| 4 | 5 | 6 |
| 1 | 2 | 3 |
| delete | 0 | enter |
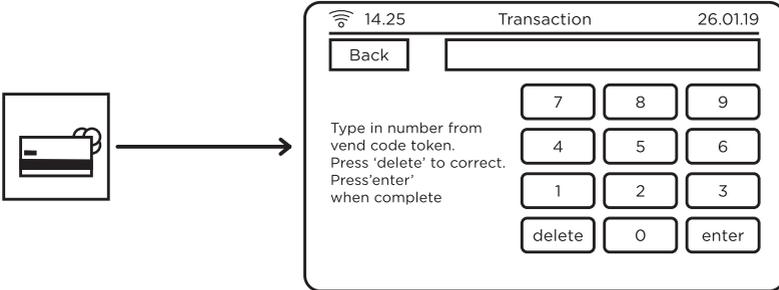
## How to check your account balance

If you are a PAYG consumer, you can check the account balance on your Hub from the Home screen.
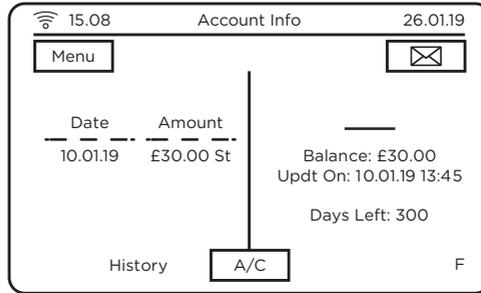


Your account balance is displayed at the right-hand side and the list of the last five payments made to your account will appear on the left along with their payment dates.

## Friendly credit period

The system has a Friendly Credit function which means should you run out of credit in the evenings, over the weekend, or on Bank Holidays your supply will not be interrupted. Once the friendly credit period has ended (e.g. at 9am on a Monday morning, after the weekend friendly credit period) your system will switch to normal operation. You will then have to top-up to repay any emergency and friendly credit to ensure an uninterrupted supply.

## How to activate your emergency credit

You can activate Emergency Credit (EC) either from the Low Credit or Zero Credit warning screens. Once the credit in your account reaches the Low Credit threshold, EC will be made available for you to activate.

LOW CREDIT →

```
📶 14.25          Warning          6.01.19

              ⚠ ♨
           LOW CREDIT = 25p

   Press 'E-Credit' to use Emergency Credit
              'Ignore' to Continue


      Ignore                      E-Credit
```
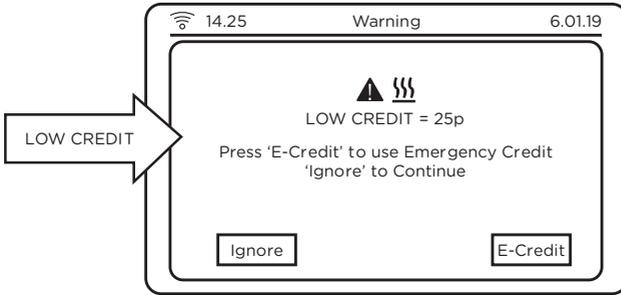
If you decide not to activate it, a second warning screen will appear when there is no more credit left in your meter which will again offer you the opportunity of activating EC.

NO CREDIT →

```
📶 14.25          Warning          6.01.19

              ⚠ ♨
       CREDIT = £0.00 SUPPLY OFF!

   Press 'E-Credit' to use Emergency Credit
              'Ignore' to Continue


      Ignore                      E-Credit
```
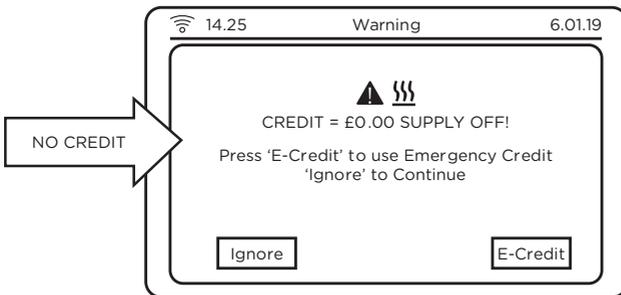
If you press 'Ignore' on the above 'Supply Off' warning screen, then your supply will disconnect and the Home screen will show 'supply off' and the minimum top-up amount.

From any of the above screens, press the E-Credit button to activate EC. Once activated, the 'Supply Off' message on the home screen will be replaced with the 'E-Credit ON' message as shown here.
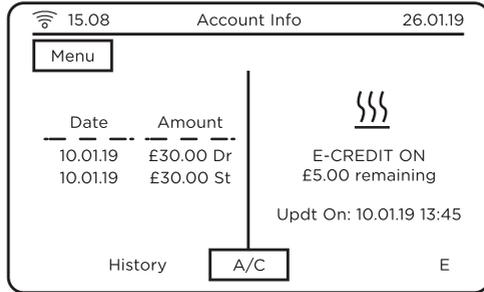


## How to read your messages

If you have received a new message, then the ✉ icon will appear in the top right-hand corner of the Home screen; touch the icon to see the message page as shown below.
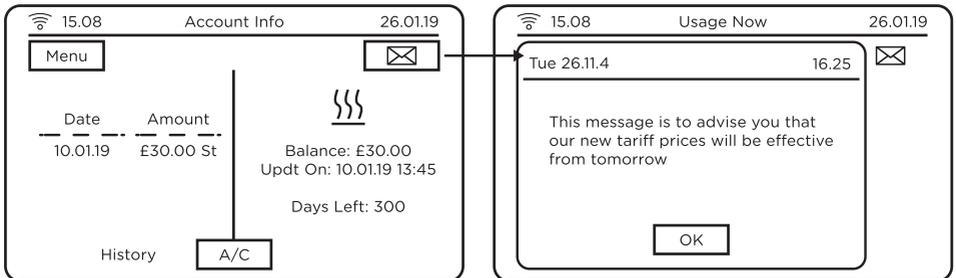


You can also access your messages from the main menu by selecting the Message icon.

Press the View button to see each message.

# Managing Your Energy Usage Using your Hub

## How to view current usage

The Home screen gives a visual indication of your real-time energy consumption (kWh), energy cost per hour (£/h) or the resulting carbon emissions (CO2kg). Use the Unit selection button to display the information you wish to see.

The left-hand section of the screen displays your energy consumption graph for today with a comparison to yesterday as well as the pre-set consumption target threshold; use the Fuel selection button to select the fuel type and the Unit selection button to view £/h or the resulting carbon dioxide emissions CO2kg.
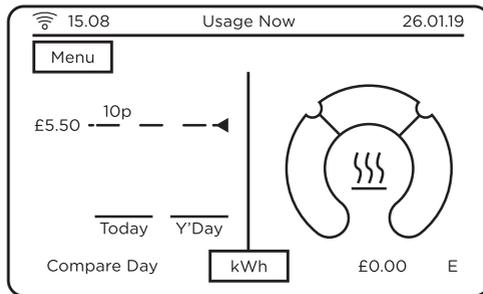
## View your historical energy consumption graphically
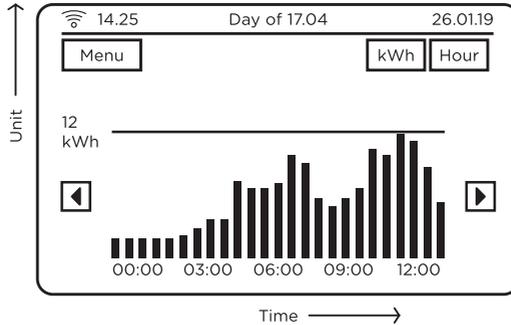


The History icon from the main menu allows you to view your heat consumption pattern graphically. In the above image you will be able to see your half-hourly consumption pattern over the past 24 hours, and daily consumption along with your daily target threshold.

You can use the two buttons at the top right to change the display to see your daily, weekly or monthly consumption. You can display the data in kWh, cost or CO2.

You can set your own daily consumption target (Settings > Target) threshold to help you control your heat consumption and keep your energy costs low. Use the arrow buttons on either side of the graph to scroll backwards and forwards through the data.

# Notes

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