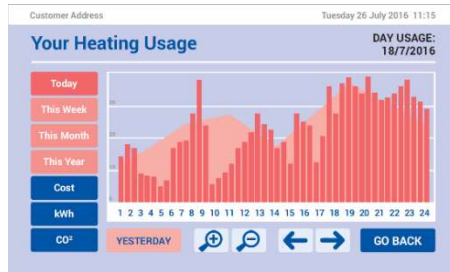




User & Information Guide



Please keep for future reference.

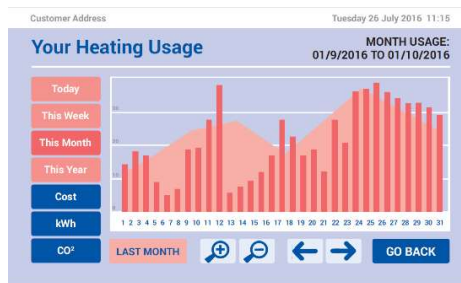


For example, this graph shows consumption for a day compared to the previous day over 24 hours.

To change various time periods, press the 'magnifying glass' buttons

“+” or “-”.

To change the day/week/month/year you wish to view, press the ← or → buttons.



For example, this graph shows your heating usage over the last month by day, compared to the previous month.

Payment ID Card

Your payment ID card is unique to your property. It is used when you make payments at any Pay Point Outlet. It also contains all the information that is needed for the other top-up methods.

The long 19-digit card number is required when obtaining your log-in details for the energybilling.co.uk web site – Click on the link of new users and follow the instructions.



The last 11 digits (highlighted in black) are required for the 24-hour automated telephone payment system. User and payment card information can be stored by this system if you choose this option.

Your heating and hot water is supplied by a communal heating system (CHS). With this arrangement, all the properties are individually supplied from a central energy system. This system distributes energy in the form of hot water to each of the apartments.

Within each apartment there is a 'Heat Interface Unit' (HIU) which transfers the heat energy from the central scheme to your own internal heating and hot water system.

The vThree unit is not an energy meter. It reads the heat meter installed in the HIU. It is the heat meter that measures the amount of energy you consume in your apartment. When the vThree unit has read the heat meter if there is an advance in the reading, it deducts the rate per unit from the amount of credit displayed.

When you have used all your credit the energy supply will stop until you have added more credit.

The vThree 'pay-as-you-go' unit is designed to assist with the budgeting and payment of your energy supply.

The tariff and any standing charge (if applicable) for the heating and hot water are set by your energy provider which is XXXXXXXXXXXX

Energy Billing provide payment services and support to XXXXXXXXX. They are not your energy provider or heating maintenance engineers. Heating or hot water problems need to be reported to XXXXXXXXXXXXXXXXX

Other Information Available on the vThree

Heating Usage Today

This screen is accessed by pressing the "Credit Balance" button twice from the "Home Screen".



It shows the current demand on your system in kWh and the associated cost together with the prediction of how much time your remaining credit will last.

If your credit is below £5 then you can, if you choose, load your Emergency Credit by pressing the large RED button (see above)

Current Heat Meter Reading



The vThree reads the heat meter on the HIU and this can be displayed on your vThree unit.

To see your current heat meter reading and other energy monitoring information, press "Next" button from the Heating Usage Today screen, then "Meter" button from the "Payment Information" Screen

Energy Monitoring Graphs

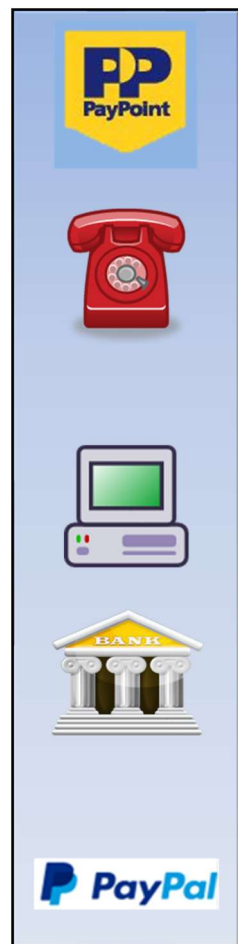
These are accessed by Pressing the "Graph" button from the Heating Usage Today screen.

The unit displays detailed graphs of your energy consumption over time; daily (by hour), weekly, monthly and yearly comparisons of consumption (kWh), cost and in CO₂.

Buying More Credit or 'Topping-Up'

When you buy more credit, the payment is automatically sent direct to your vThree unit. You can check that the payment has arrived by the increase in your credit balance

You can top-up in the following ways:



PayPoint

Take your payment card and cash to any PayPoint outlet. Remember to keep your receipt as proof of payment and for the PIN number.

Telephone

To pay over the automated telephone payment line using a debit or credit card call 01623 541 401.

Internet

Go to www.energybilling.co.uk you will need to register details before your first purchase. To register follow the on-screen instructions (you will need your payment ID card details). You can pay using a credit or debit card.

Standing Order

If you wish, you can arrange with your bank to pay a standing order so that a fixed amount is paid automatically. Please telephone 01623 880 949 for details.

PayPal

Pay with the PayPal system by logging on to the energy billing web site

The vThree Unit

The Vthree unit has a high-resolution full colour touch-screen display. You operate the unit by pressing gently onto the screen. Depending where you press on the display, the unit will then display further information. It is also a sophisticated energy monitoring device, allowing you to see your own heat energy consumption in detail. The unit helps to avoid you getting into fuel debt.

User Operation



Your 'home screen' or 'normal display screen' will look like this.

This displays your current credit balance and the current time with a 'forecast' of the days weather.

Credit Amount

In use, the main display will show the amount of remaining 'CREDIT' in £ and p that you have available to use. As energy is used; the credit value will decrease, as you purchase additional credit (see below) the credit value will increase. If the unit shows a 'minus' amount, then credit needs to be added before any additional energy will be supplied.

Purchased Credit

When you buy additional credit (see available methods below) it will be loaded wirelessly to your unit. Occasionally, problems with the mobile networks used for communications may delay purchased credit being loaded onto the unit (please allow up to 2 Hours).

Adding Credit using the PIN system

In the unlikely event that your purchased credit does not arrive promptly on your vThree unit it can be loaded manually using the PIN on the receipt (or viewable via the web site or from the 24/7 telephone payment line).

The PIN is a 10-digit number code (e.g. 123 456 7890).

- To enter the PIN, Press the Centre button on the display “Heating Balance” (PINK ICON) twice.
- On the next screen, press the “heating balance” button again,
- On the “heating usage today screen”
- Press the PIN button on the bottom row.



- This will then display this screen:
- Using the key pad on the screen, type the 10- digit PIN.
- Then press “Enter”



If the PIN is correct and hasn't been used before, it will be accepted and the 'home display' will show your updated credit amount. If the PIN has been entered incorrectly or is not valid, the Unit will display “PIN unsuccessful”. If the PIN has not been used previously, or the credit already added automatically, please try again.

PINs Are Unique to Your Unit. They Will Not Work with Any Other vThree Units, Anywhere, Ever!

A history of all your credit 'top-ups' can be displayed by your vThree (or by logging into your account on the energybilling.co.uk web site)

Emergency Credit

To help you through those periods of time when you may have difficulty in 'topping-up', Walsall Housing Group allows £5 of EMERGENCY CREDIT for you to use.

If you need to use your “Emergency Credit”, your credit needs to be at or below £5.00.

From the Heating Usage Today Screen, press the large RED “EMERGENCY CREDIT” button



If you have used your Emergency Credit, the next time you 'top-up', the £5.00 emergency credit is repaid first before any remaining credit is added to your available credit balance.

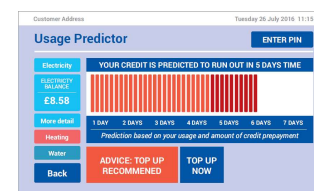
Remember the emergency credit is to be used only when you are unable to top-up. It is not for general everyday use. Use it carefully!

Time till Credit 'Runs Out' Predictor

Your vThree continuously monitors your energy consumption by reading the heat meter in your HIU. To check, from the Heat usage Today Screen, press the Purple “Usage Predictor” button. *Based on your current energy demand it estimates or 'Predicts' how many days credit you have remaining.*



For example, based on current consumption, credit will last a predicted 14 days



For example, it is predicted that credit will run out in 5-days' time and recommends that you 'top-up'

Remember this is a guide only and how long your remaining credit lasts depends on how you use your system. If you use more energy or less energy, then the amount of credit time remaining will alter.