



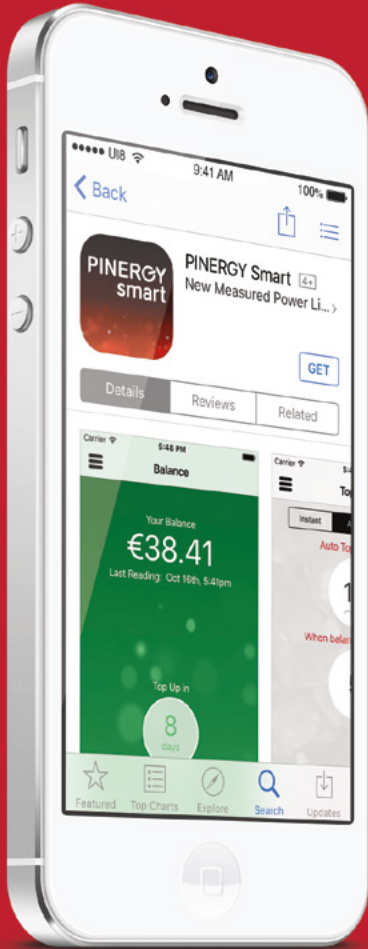
## USER GUIDE

Customer Care  
0818 36 37 49

Lines Open 24/7

**PINERGY**  
The energy innovators

# Welcome to Pinerygy



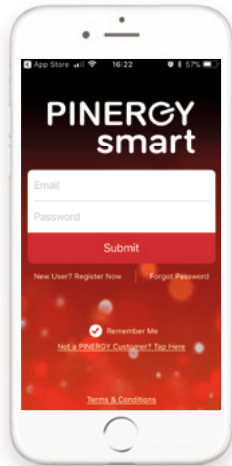
Thank you for choosing Pinerygy.

At Pinerygy, we are committed to helping Irish homes and businesses become more energy efficient. We partner with our customers to deliver innovative energy solutions that reduce energy consumption, waste and cost.

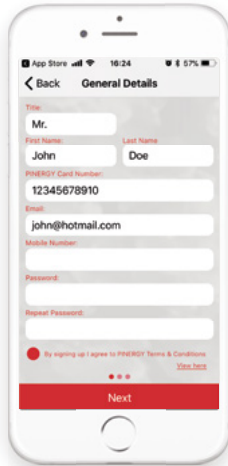
Pinerygy started with the mission of being a company built on and driven by innovation. We are now the most advanced and technology led energy services provider in Ireland.

# Download the Pinery Smart App

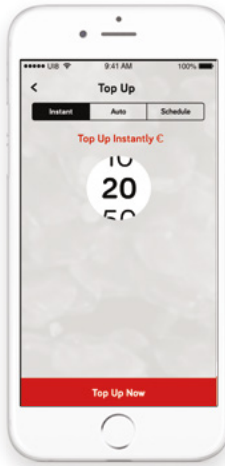
Go to Google play or the App Store to download your Pinery Smart App.



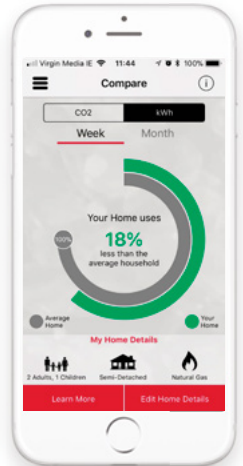
Click New User? Register now



Fill in your details and contact information to set up your account. Register your debit or credit card details to make easy payments.

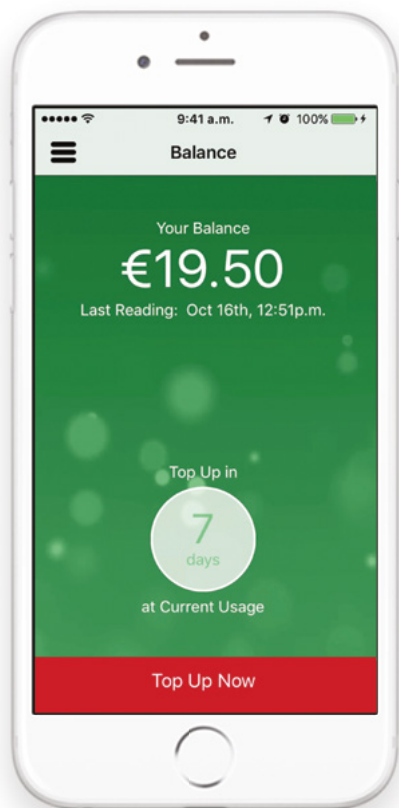


Set your Top Up option - Auto or Schedule - to pay for your electricity in a hassle free way.



Enjoy monitoring and reducing your electricity costs and consumption with the wide range of features

## The benefits of the Pinergy Smart App



- Ⓞ Check your balance at a glance
- Ⓞ If you are sharing accommodation, multiple individuals can contribute payments into the same account. This way you can manage who pays what and when, so no more arguments over bills
- Ⓞ Track your usage in Euro, kWh and CO2
- Ⓞ Compare your usage with similar homes
- Ⓞ Top up on the go, however and whenever you want.
- Ⓞ No more bills or estimates, you only pay for what you use as you use it

YOUR BALANCE  
AT A GLANCE



# Features explained

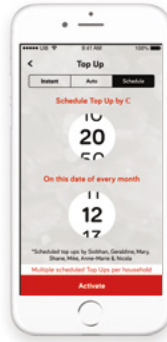
## Auto Top Up

Your Top Up happens when you reach your chosen balance. You select the amount and it happens automatically!



## Schedule Your Top Up

Coincide your Top Up with a particular day, like pay day. Set the amount and date and YES it happens right on YOUR schedule!



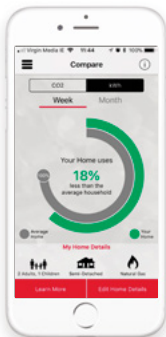
## Instant Top Up

Want to Top Up in a hurry? Instant Top Up will ensure you can do exactly that at the touch of a button. It's as simple as that!



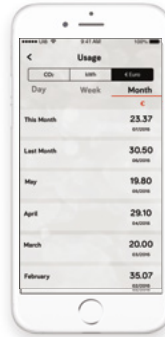
## Compare Usage

See how your usage compares with homes very similar to yours.



## Track Usage

No matter where in the world you find yourself... track your usage any time, any place, anywhere - in Euros, kWh and CO2



## Your Pinergy In-Home Display (IHD)

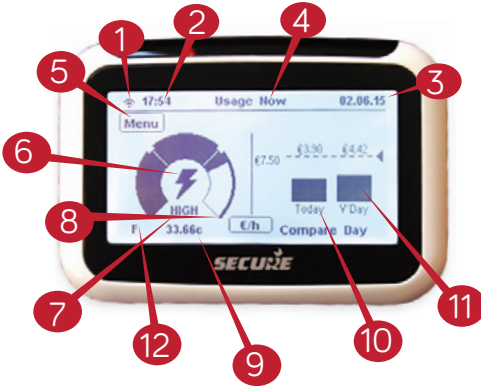
When you joined Pinergy, we installed your new in-home display. The in-home display (IHD) collects all your usage information and displays it on the LCD screen.

Your home screen gives you access to the Menu options including account information, messages, history, tariffs and settings.

As you become familiar with the function of your IHD, you will have real-time control over your electricity usage. You will see how much energy you are using. You can then make changes to reduce your usage.



# Understanding your Account Information & Usage Now screens



- 1 **Network icon** - indicates the network connection status
- 2 **Current time**
- 3 **Current date**
- 4 **Display title**
- 5 **Menu button** - press this to access the main menu
- 6 **Electricity symbol**

- 7 **Visual rate and consumption indicator** - indicates your rate of consumption: Economy (ECO), Medium (MED) or HIGH (HIGH). When the indicator is in the ECO or MID range, your current usage is within your € per day target. If the indicator is in the HIGH range, you will exceed your € per day target if the current level of consumption is maintained.  
**You can set your daily target from Menu > Settings > Target menu.**

- 8 **Unit selection** - view your usage in €/hr; carbon dioxide emissions (CO2kg) and kilowatt per hour (kWh)
- 9 **Instantaneous numerical value** - shows real-time value of the selected unit; energy cost per hour (€/h) or kilowatt hour value (kWh) or carbon dioxide emission (CO2kg)

10 **Today's electricity usage**

11 **Yesterday's electricity usage**

12 **Credit status of your account**

- P Prepayment mode
- C Credit mode
- F Friendly Credit Active
- E Emergency Credit Active

## Display Identifiers

- Network connection ok
- Not communicating with the meter(s)
- No network connection
- Battery charge low, the battery should be replaced if this icon is displayed.
- Message in-box
- Electricity supply

# Display page navigation

## Accessing the main menu



## Check your payment history



You can view the last five payments made in your account. The **electricity** icon gives access to the Account Information screen. The left hand side will display your current balance and the right hand side will display your last 5 top ups.'




## Compare today's energy usage with yesterday's

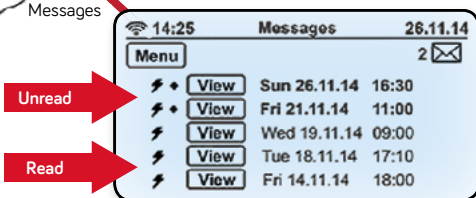
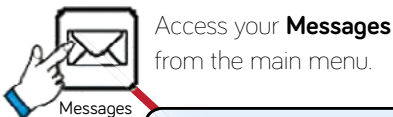
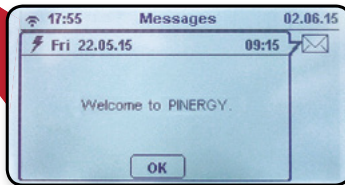


The right-hand section of the screen displays your energy consumption graph for today with a comparison to yesterday as well as the preset consumption target threshold. Use the **Unit Selection** button to view €/h, the resulting carbon dioxide emissions (CO<sub>2</sub>) or kilo watts per hour (kWh).

## Read your messages

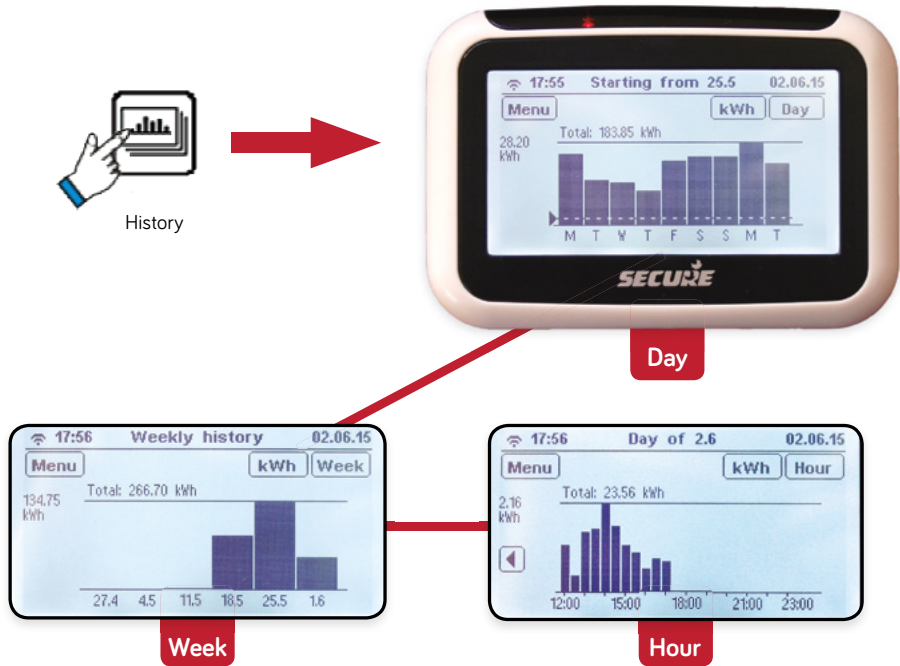


If you have received a new message then the  icon will appear in the top right-hand corner of the Account Information screen. Touch the icon to see the message page as shown below.



Press the **View** button to see each message. The number of unread messages is also indicated on the top right-hand side of the **Messages** screen.

## View your historical energy consumption graphically



The **History** icon from the main menu allows you to view your energy consumption pattern graphically. In the above screen 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. Use the arrow buttons on either side of the graph to scroll backwards and forwards through the data. On the same screen you can also see your daily, weekly and monthly consumption patterns.

**You can set your own daily consumption to suit your home and to help you control your energy consumption.**

## View your tariff rate details



The **Tariff** icon allows you to view the rate you are currently being charged. The rate you are currently being charged will appear highlighted. If your tariff includes a standing charge, it will be deducted from your account at the start of each day. The tariff display scrolls upwards as time and consumption advance. You can use the arrow buttons to see subsequent tariff prices. To view all Pinergy tariffs and schedule of charges, please go to [www.pinergy.ie/customer-info/tariffs](http://www.pinergy.ie/customer-info/tariffs) or phone **0818 36 37 49**.

## Topping-up your account manually



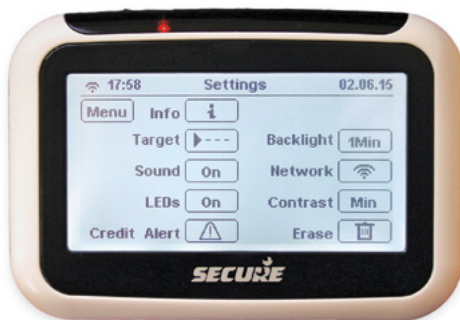
All purchased credit will be automatically credited to your IHD unit. However, in the event that does not happen here is what to do:

In the **Account** screen enter the numeric vend code printed on your payment receipt.

If code processing is successful then your **IHD** will display a 'Payment successful' message; if unsuccessful then a 'Payment unsuccessful' message with details as to why the code failed and a **Try again** button will be displayed. Press the **Try again** button to enter the vend code again if you think you have entered it incorrectly or used an old code or if you want to enter a new code.

**Note:** The **E-Credit** (Emergency Credit) button will be visible only when the credit in your account goes below the Low Credit level and the E-Credit is not enabled.

## Change your IHD default settings



From the **Settings** screen you can do the following:

- > set your daily energy consumption target level
- > turn the keypad sound on or off
- > turn the indicator LEDs on or off
- > adjust your Low Credit alert level
- > set the display backlight to turn off after 1 minute or stay on constantly
- > adjust the touch-screen display contrast
- > erase data from your IHD

**Target level:** By setting the daily consumption target you can visually check if your consumption is above or within your desired target level.

**Credit alert:** You can change the default Low Credit alert setting to a higher threshold. The alerts will notify you when the credit in your account goes below the set threshold.

# Frequently Asked Questions

In this section you will find the answers to some of the most frequently asked questions.

If you cannot find the answer to your query here, simply call **0818 36 37 49** or visit [pinergy.ie](http://pinergy.ie)



# FAQ

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## How do I ensure my account is in credit?



To ensure your account is always in credit, download the Pinery Smart App and set up the automatic top up to ensure that your credit does not run out.

In the unlikely event that you run out of credit, including all Emergency and Friendly Credit you may lose power in your home.

## Acknowledging alerts

**Emergency Credit alerts:** when Emergency Credit is low or zero, you must top-up your account and follow the alert message instructions.

**Supply restoration alert when the unit is plugged in:** to reconnect press '0' (zero) to turn the unit on. Then press 'A' to accept and 'B' to confirm.

**Supply restoration alert when the unit is on battery power:** to reconnect your supply, follow the instructions on the 'Restore Supply' alert screens and acknowledge with the appropriate button presses.

**Note.** You must repay the payment amount due to put your account above zero before supply restoration is permitted.

## Will I receive a statement or a bill?

As you are using the Pinery Smart System and paying for your electricity as you use it, no bill will be issued. By using your IHD and Pinery Smart App you can see exactly how much you are spending and when. You will receive an annual statement which will show your electricity consumption and cost for the previous year together with details of your top ups in that period.

## How do I top up my Pinergy Smart System?

Please ensure you only purchase credit via the Pinergy Smart App or a Payzone approved outlet. Any other purchase may be deemed invalid. A full list of Payzone outlets can be found on [payzone.ie/paywithpayzone](http://payzone.ie/paywithpayzone).



**Pinergy Smart App**



**Local Payzone**



**pinergy.ie**



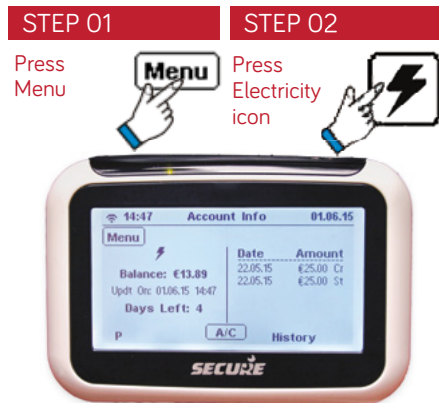
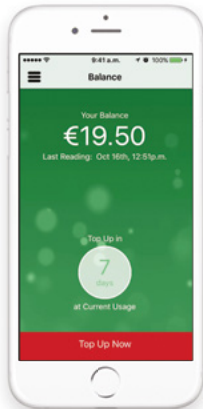
**0818 36 37 49**

**IMPORTANT:** You will need your Pinergy Card number to identify your account, to set up your Smart App account and to use Payzone online or instore. Call **0818 36 37 49** if you are unsure of your card number to set up your smart App account.

## How will I know how much credit I have left?

The home screen of your Pinergy Smart App shows your balance at a glance. It is the quickest and simplest way to view your balance daily.

To see your remaining credit just press **Menu** on your IHD, then press the Electricity icon ⚡ to show your balance. This screen will also show you the history of your credit and will tell you the number of days' credit you have left based on your last week's consumption.



It's important to remember that the 'number of days left' display is just a guide. You might use more or less electricity from week to week. In fact, when your Pinergy Smart System unit is first installed it will take one week or so before this display is accurate.

# FAQ

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## Will I get a warning if my credit is low?

The home screen of your Pinery Smart App will change colour according to the below system. When your screen turns red, it is time to top up. By allowing Push Notifications via the App you will receive messages when your credit is running low.



When your credit reduces to €2 you'll hear an alarm and you will also get a Low Credit Warning on your IHD unit. Don't worry if you miss the warning. The Low Credit Warning Message will remain on the screen until you press **E-Credit** or **Ignore**.

**Note:** The alarm will not sound between 9pm and 9am\* (see Emergency Credit, page 17).

\*GMT time may vary depending on the time of year.

## What if this happens and I can't get to buy credit immediately?

Don't worry, you'll get an Emergency Credit of €5 but you must press **E-Credit** on your IHD to accept the Emergency Credit. Remember you can Top Up instantly from your Pinery Smart App no matter where you are, no matter when and you can also buy Credit at any time from home if you have a Debit or Credit card. Just log-on to **pinergy.ie**.



## How can I activate Emergency Credit?

You can activate your **€5 Emergency Credit (EC)** from the Low Credit Warning screen which appears when you reach the low credit limit you have set for yourself or the automatic €2 default low credit setting on the unit. Once the credit in your account reaches the low credit threshold, EC will be made available for you to activate. If you decide not to activate it a second warning screen will appear when there is no more credit left in your unit which will again offer you the opportunity of activating EC.

To activate your Emergency Credit press the **E-Credit** button on the bottom left-hand side of the screen.



### DON'T FORGET...

If you top up whilst in Emergency Credit you need to:

- Fully repay the Emergency Credit that you have used
- Make sure you top up to bring your account into a credit balance of at least €2.

**Example:** If you use €3 of Emergency Credit, then you need to top up at least €5.

To find out just how much Emergency Credit you've left press **Menu**, then **Electricity** to view.

# FAQ

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## What happens if my Emergency Credit runs out?

If you are using Emergency Credit, you need to top up your account as soon as possible to ensure no disruption to your supply. If your Emergency Credit runs out between 5pm-9am on week days or 5pm Friday - 9am Monday, our friendly credit will be applied. We've got fixed public holidays covered too.

To give you even more peace of mind, we guarantee your supply WILL NOT be turned off on the following key holiday dates:

### Fixed Public Holidays

Christmas Eve (24 Dec)	Christmas Day (25 Dec)
St. Stephens Day (26 Dec)	New Year's Eve (31 Dec)
New Years Day (1 Jan)	St. Patrick's Day (17 Mar)



**Pinery Smart App**



**pinery.ie**



**Local Payzone**



**0818 36 37 49**

Remember in the unlikely event that all Friendly and Emergency Credit has been used, you may lose power to your home.

## What is Friendly Credit?

If for some reason you are unable to top up your account and you have used all of your Emergency Credit our Friendly Credit is applied. Friendly Credit ensures you will not be disconnected between 5pm-9am weekdays and from 5pm Friday to 9am Monday morning.

If you have used your Emergency and Friendly Credit, the next time you buy electricity you must pay these balances off.

Because each needs a minimum of €2 to work, you'll need to factor this in too. For example, if you've gone into Emergency €5 Credit and used €4 of Friendly Credit, you'll need to top up your Budget Controller by at least €11.

## Here's the maths...

€5 to pay off the Emergency Credit  
€4 to pay off the Friendly Credit  
and €2 to get the Budget Controller going

### **Remember**

to restore power you  
must always be in credit  
by at least €2.00

# FAQ

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## What happens if my supply goes off?

If you run out of Emergency Credit and Friendly Credit you will need to top up your Pinery Smart System as soon as you can. Don't forget all our easy and convenient top up options. To restore power after topping up, press '0' on the keypad, then press 'A' to

Confirm and then press 'B' to Connect. If you've lost your electricity supply, but you do have credit on your Pinery Smart System, contact ESB Networks on **0818 36 37 49** for assistance.

## What if I lose my card?

Don't worry, the card can't be used with any other Pinery Smart System. You won't lose any money and no one else can use your credit. Just contact Pinery Customer Services **0818 36 37 49** report the loss, and we'll arrange for a new card to be sent to you\*.

When you call us, we'll also give you your 19-digit Pinery Smart Customer Card number, so that you can buy a top up at your local Payzone outlet or at **pinergy.ie**, while you wait for the new cards to arrive in the post. It may be useful to keep a record of your Card Number on the back cover of this booklet just in case.

## What if I lose the receipt?

It's a good idea to keep your receipts in a safe place. But if you do lose a receipt before you have had the opportunity to enter the PowerCode into the Pinery Smart System just ring **Pinery** Customer Services on **0818 36 37 49** and we'll be happy to re-issue

the code to you free of charge. Or you can call into the **Payzone** outlet where you made your purchase and they'll re-issue you with the last receipt you bought, free of charge.

\*A small charge may be applicable.

## What happens if I move?

Just let us know if you're planning to move house. Call our Customer Services Team on **0818 36 37 49** and talk us through your plans. We'll arrange for any credit to be refunded to you or transferred to your next Pinergy Smart System.

Remember, you need to contact us to get your refund. The Pinergy Smart Customer Cards are part of the Pinergy Smart System – don't bring it with you! Just leave it with the User Guide so that the next occupier can contact us and start topping-up.

## What happens to my credit if I change supplier?

If you wish to change electricity supplier please call us on **0818 36 37 49** so we can arrange to have your meter removed and returned to us. Once our engineer has called to remove your meter, we will verify any remaining credit balance and a refund will be processed.

Please note, any free credit or gratuity received from us is non-refundable. All refunds will be issued by bank transfer to your nominated bank account within 30 days of meter removal.

# FAQ

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## Troubleshooting

### My IHD is not pairing/re-pairing

Contact us on **0818 36 37 49** and confirm that the pairing/binding window at the unit end is open while you try to pair the IHD with it. Ensure that the IHD is powered-on when the pairing/binding window at the unit end is open.

### I've topped up my meter but still don't have power



To restore power after topping up, press '0' on the keypad, then press 'A' to Confirm and then press 'B' to Connect.


### My meter is saying low credit and I can't top up right now

If you have run to low credit on your meter and are not in a position to top up, you can activate your €5 emergency credit. This Emergency Credit will be recouped by us the next time you top up. To activate your emergency credit, for Pinergy Classic customers press any button on your Freedom Unit or for Pinergy Smart customers press 'Accept' on your IHD (In Home Display).

### I've topped up but my credit has not gone on to my meter

Your meter may not have had a signal for the credit to go on automatically. Try keying the code directly in to the meter by pressing A, enter your code and then press B. Or on the IHD, press 'Menu', 'Account', 'Electricity' and enter your code.

My Pinergy Smart is paired but the home screen displays '\_\_\_' instead of a value '\_\_\_' indicates that the IHD is not receiving data. If the Network icon  is replaced with , then the IHD is not communicating with your unit. Please contact us for assistance.

 Compliance



Pinergy Smart System conforms to all the essential requirements of EU Directive 1999/5/EC, WEEE 2002/96/EC and complies with RoHS.

Follow the local safety norms to dispose of the batteries and the product safely at the end of their life.



# Save money with our energy saving tips

## Understand Your Base Load

Use your Pineryg Smart System to reduce your electricity costs.

The Base Load is the minimum amount of electricity your home needs to run on when no one is there.

**SWITCH OFF** everything excluding essential appliances like your fridge, then press **Menu**, then press the Electricity icon ⚡ twice, to show you your kW/h usage when your home is using the minimum amount of electricity required. **This is your Base Load which you should recall.**

About 80watts (0.08kW) is a reasonable average for a home to run on when no one is there.

## REMEMBER Your Average Base Load Amount.

Press **Menu** followed by the Electricity icon ⚡ to check your Base Load either when you are at home and each time you leave home to make sure the Base Load is close to your initial reading. If it is not close to this check what's left on before you leave!

Switch it off and save!!

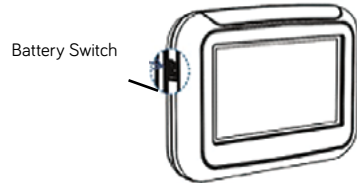
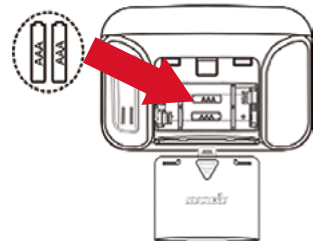
# Using the IHD on batteries

## – perform an energy audit of your home appliances

Your display should be normally connected to mains power at all times. However, the display can operate on batteries for short periods. This allows you to disconnect the unit from mains power and move it around your home to identify how much energy is consumed by individual appliances.

To operate the display on battery power, insert two AAA batteries in the battery compartment at the rear, making sure that they are the correct way round, and then press the battery button located on the left-hand side of the unit. When using batteries the display will turn off automatically after approximately 90 seconds, if there is no user interaction, in order to preserve battery power. To turn the display on again, press the battery button. A battery strength indicator icon will appear in the top right corner of the screen when the battery charge is low. Batteries must be replaced when discharged.

**Note:** On battery power, the display will not give audible alarms.



**USE ONLY NON-RECHARGEABLE ALKALINE BATTERIES**



# Special Services Register for Vulnerable Customers

ESB Networks have created a Special Services Register for customers who, due to advanced age, physical or mental health difficulties, need additional requirements when it comes to their electricity supply.

If you require additional assistance with your electricity supply e.g. braille bills, large print or talking bills, or have mobility difficulties please call our Customer Service team on **0818 36 37 49**



# Special Services

To register with us as a Special Service customer please complete the form below.

When registering as a Special Services customer with Pinergy and under the Commission for Regulation of Utilities (CRU) guidelines you waive your entitlement to the restrictions on the disconnection between 1st November and 31st March in circumstances where you do not purchase sufficient credit.

**Pinergy Card Number**

**MPRN**

**Name** (Account Holder)

**Name of Person to be Registered** (if different from the above)

**Address** (Account Holder)

**Landline**

**Mobile**

**Email**

**Registration Category** (please tick)

Mental Health (Certification required)

Language Difficulty

Deaf or Hard of Hearing

Speech Difficulty

Blind or Partially Sighted

Learning Difficulty

Elderly (aged 66 or over)

Dexterity Impaired

Mobility Difficulty

Other (please specify)

Pinergy reserves the right to request you to provide further evidence of your entitlement to these services.

**Signature**

**Date**





Use this space to record your:

**PINERGY** Card No:

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Nearest Payzone:

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**PINERGY**

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**PINERGY**.ie