



Your G6 User Guide

Contents

This is the G6 User Guide and has been created to provide you with all the information needed to help you use your G6.

This guide has been split into 5 sections, please take some time to read all the information about the G6 and its functionality. There are also useful tips on pages 14 and 15 with some frequently asked questions and advice on how to save energy.

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Introduction

The G6 is an award winning multi-functional energy payment unit from Switch2.

The G6 has in-home display functionality built in providing useful consumption information in an easy to understand format.

Using the G6 can help you manage your energy consumption through the in-home display functionality. This shows your energy consumption and daily usage on simple to understand graphs and gauges.



PLEASE NOTE: The mode of operation of the G6 in your property is set by your housing association / development management agent.

Your G6



The G6 is a simple to use device that consists of:

- 1 Home screen:** Provides the user with useful information such as current credit status and whether the energy supply is on/off . After a period, the G6 screen will return to a screensaver which is the Switch2 logo (generally).
- 2 Buttons:** Allow you to interact with the G6 to cycle through menu screens, activate the emergency credit (in pay-as-you-go mode) or clear messages.
- 3 Energy supply indicator:** When illuminated this shows that the energy supply is available.
- 4 Payment card:** If the G6 is running in pay-as-you-go mode then a card is provided allowing you to buy credit to top-up your G6.

Pay-As-You-Go

Pay-As-You-Go mode

The G6 is a sophisticated and innovative pay-as-you-go unit allowing multiple payment options, in-home display functionality and comfort in the knowledge that the G6 system is being managed by a company with over 35 years experience.

In pay-as-you-go mode your G6 shows how much credit you have remaining. As you use energy, credit is deducted accordingly.

Your G6 will generally have a screen saver showing the Switch2 logo and this can be cleared with the press of either button to access the home screen.



Home screen

The amount of credit you have on your G6 is displayed on the home screen. The credit amount is shown in a monetary value with the words credit or debt in front. When you have credit, 'ON' is displayed in the top right corner of the screen and shows that the energy supplies controlled by the G6 are available.



As you use energy in your home, the credit on your G6 will decrease. If your credit runs out before you top-up your G6, the energy supplies will disconnect and 'OFF' will be displayed in the top right corner.

The signal indicator shows that your unit is online when the green light is on. When it is not online, the green light is off.

If the signal indicator is flashing this means that the G6 unit is searching for a connection. If this is ongoing and prevents you from topping up or using your energy supply please contact us on 0333 321 2010.



How do I buy credit?

You should try and keep your G6 topped up at all times with enough credit to avoid any potential disconnection to your energy supply.

To top-up, you can:

- Call the automated payment line: **0333 313 9171**
- Visit your local PayPoint outlet and opening hours at www.paypoint.com
- Visit my.switch2.co.uk on any web-enabled device to top-up online
- Download the Switch2 app for iOS and Android devices



my.switch2.co.uk

Set up your online account

Visit my.switch2.co.uk/register

Follow the steps 1-9. Once all the steps are complete, you will receive an email from us. Simply click on the link to gain access to your online account.

You will need your 19 digit payment reference number, found on the back of your payment card.

switch2 app

1. Go to the App Store for iOS or the Google Play Store for Android and search 'Switch2'
2. Once the free app is downloaded you will be asked for your serial number and passcode
3. Your serial number is printed below the barcode on the front of your G6 unit
4. To access your passcode click on the 'passcode help' button on the app and enter your serial number
5. Your unique passcode will be displayed on your prepayment unit
6. Enter your serial number and passcode into the app
7. Select your payment amount and click 'purchase'
8. Enter your card details and submit your payment

Pay-As-You-Go

How long does credit take to arrive?

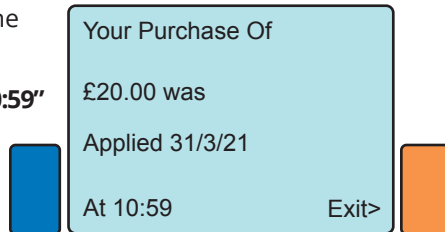
After topping up in most cases, credit will reach your meter within 2 hours. However the time this can take can depend on the performance of the mobile network connection in your area. If credit has not reached your unit by 2 hours past the top-up time, and you have checked that the meter is switched on, please contact us so we can investigate.

What happens when credit arrives?

When the credit is sent to your G6 you will receive the following message on-screen:

"Your Purchase Of £20.00 was Applied 31/03/21 At 10:59"

This message will stay on the screen until the message is cleared. To clear this message and return to the home screen, press the orange button marked **Exit >**



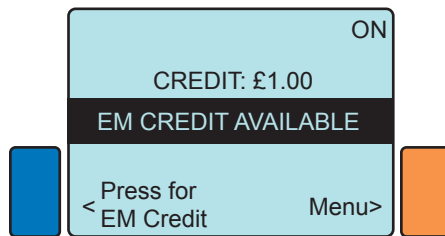
What if you don't receive your credit?

Sometimes things outside our control can affect credit being sent to your G6 so always try and keep your G6 in credit. If you haven't received your credit by the time indicated above, please contact us on **0333 321 2010**

Please ensure that you keep all your transaction receipts in case you need to contact us to discuss a purchase which has not arrived.

You've run out of credit...

If you cannot top-up your G6 and your credit is about to expire, or you have run out, the G6 has an emergency credit facility. This allows you to 'borrow' credit which will reconnect your supplies for a short period of time. This is simply a loan, and **must be paid back in full. You must ensure the G6 is back in positive credit before the system can be used again.**

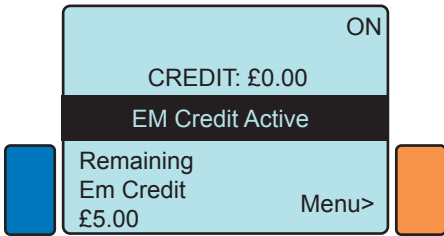


The emergency credit facility becomes available to activate when your credit value reaches £1.00 or less. To activate, press the blue button marked **<Press For Em Credit.**



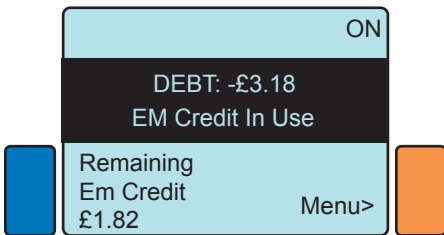
PLEASE NOTE: This should only be used in emergency situations where you cannot top-up before your credit is due to expire.

Activating emergency credit



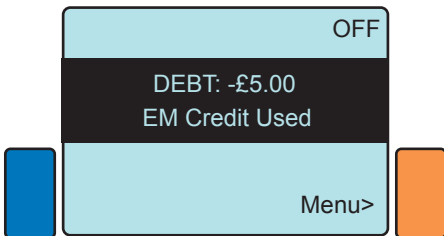
As can be seen in this screen, the emergency credit has been activated and is in use.

The '**Remaining Emergency Credit**' is £5.00, the supply is '**ON**' and energy is currently available.



This screen shows that the emergency credit has reduced to '**£1.82**' and the '**DEBT**' on the unit has increased to '£3.18'.

In this state, the supply is still '**ON**' and energy supplies are available.



This screen shows that all of the Emergency credit has been used and the '**DEBT**' is now '**-£5.00**'

The supply is now '**OFF**' and will only be reconnected once the '**DEBT**' has been repaid in full.

If you have used all of your emergency credit you will have to purchase more than the displayed 'DEBT' before your supply will be turned back on. For example: If your debt = -£5.00 you must buy more than £5.00 to turn your supply back on.

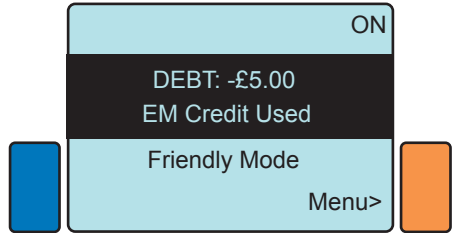


PLEASE NOTE: Purchasing LESS than the value of the debt will NOT reconnect your supply. We recommend purchasing at least £5.00 more than the value of the debt to ensure that your supply is reconnected and maintained.

Pay-As-You-Go

Friendly disconnection

If you run out of credit and have used all your emergency credit, the G6 has a 'friendly disconnection' mode and will not disconnect you at certain times when topping up may be inconvenient. Debt will continue to increase when your system is in use during this time. The Friendly Disconnection periods are shown in the table below.



Day	Friendly disconnection times
Monday to Friday	8:30pm to 10:00am
Weekends	All Day

Bank Holidays and special days

Your G6 will not disconnect your supply during certain special days such as Christmas, Boxing day, Easter, and other official bank holidays. Over these days if you have exhausted your emergency credit the G6 enters friendly disconnection mode, and you will continue to be able to use your system. However, on the first following working day your G6 will disconnect your energy supplies and then will not be reinstated until you have bought credit to clear the total debt.

Lost or damaged card?

Don't worry if you lose your payment card. Simply call us on **0333 321 2010** and we'll arrange for a new card to be sent to your home within 3 - 5 working days.

If you have lost your card, do not worry about someone finding and using your card, it is registered to you and your G6 only and cannot be used to top-up any other G6. Your card has no monetary value and is simply used to identify who has made payments. No money is stored on the card.

In-Home Display Screens


In-Home Display

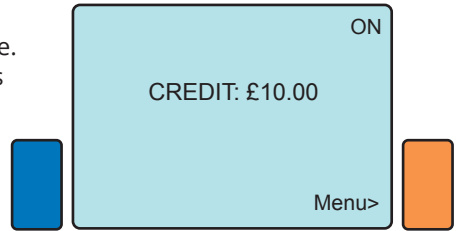
The In-Home Display functionality within the G6 has been designed for monitoring energy consumption and its associated costs in a user-friendly way. Using the In-Home Display can help you to understand your energy usage by showing you how much energy is being used and when.



The G6 communicates with the connected meter(s), and uses the reading information to provide the energy usage information within the In-Home display screens. The In-Home Display functionality will show information relating to up to two meters. This is set by your housing association / development management agent.

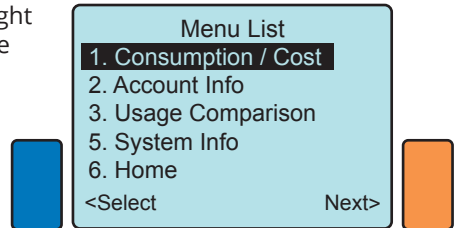
This manual reflects all the features available in the G6, however your display may not have all the screens available.



Menu navigation

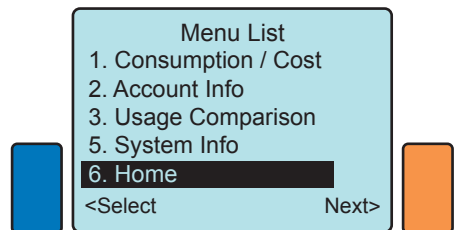
The G6 provides information about energy consumption, payments, current and historical usage. To access these options from the home screen press the orange button marked **Menu >**  This will bring up a new screen showing all the available options.



Press the orange button marked **Next >**  to highlight the desired option. To enter this menu press the blue button marked  **< Select**



Once in your selected option, navigate through the screens using the orange button marked **Next >**  This will cycle through the available screens in the selected option. To return to the menu list press the blue button marked  **< Menu**



The G6 will return back to the home screen if no button is pressed for 60 seconds, or by selecting option '6. Home' from within the menu.

In-Home Display Screens

1. Consumption / Cost

The Consumption / Cost screens contain information on the energy you have used, its cost, emissions and your current usage. Icons and text will be displayed on each screen for each energy supply your G6 is controlling.

If you are using your G6 with two supplies i.e. Heat and Gas your G6 screens will show both supply types indicated with the appropriate icon listed below.



Heat



Water



Chilling / Air Conditioning



Electricity



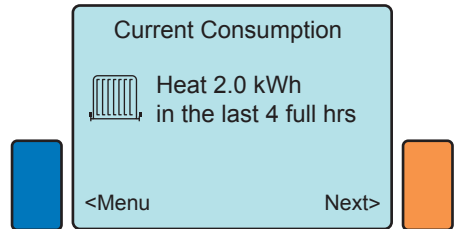
Gas



Daily Standing Charge

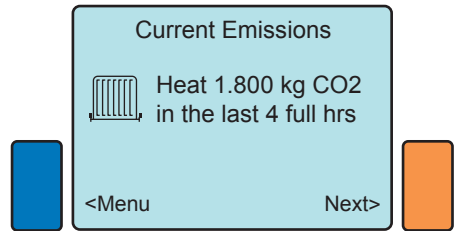
Current Consumption

The Current Consumption screen shows the total units of energy consumed for each fuel over the last 4 full hours. This is updated each hour. The unit of measure for the supply type is displayed alongside the value e.g. the unit of measure for heat is kWh.



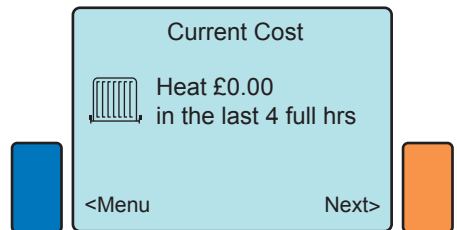
Current Emissions

This screen shows the amount of carbon dioxide (CO2) emissions for the energy you have consumed for each fuel during the last 4 hours. This value is displayed in kilograms (kg) of CO2.



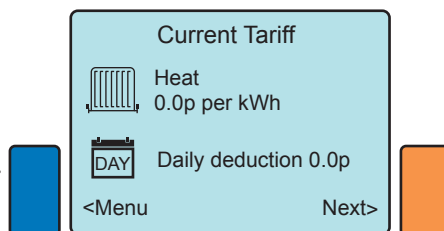
Current Cost

This screen shows the total cost for the energy for each fuel used over the last 4 full hours. This is updated hourly and the information is displayed as a monetary value. Each supply will be shown with its icon and name i.e. radiator icon and 'Heat'.



Current Tariff

This screen shows the cost applied to each unit of energy consumed for each fuel as well as any daily deduction. The supply type and tariff charge (in pence) are shown alongside the supply icon. If there is a standing charge applicable this will be shown as a 'Daily deduction' with the value in pence. If there is no deduction this icon will still be shown however the value will be zero (0.0p).



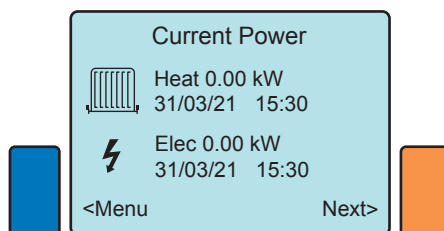
The 'Current Tariff' screen displays the following information:

- Heat: 0.0p per kWh (with a radiator icon)
- Daily deduction: 0.0p (with a 'DAY' icon)
- Navigation: '<Menu' and 'Next>' buttons

If you are away from home for a period of time and you have a daily deduction it will continue to be taken from your credit.

Current Power

This screen shows the current amount of energy you are consuming. Generally, this value is read directly from the meter, however not all meters can provide this information. Where an accurate value is not available an estimate is calculated.



The 'Current Power' screen displays the following information:

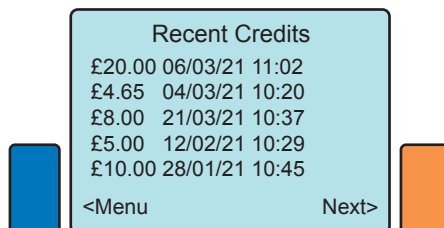
- Heat: 0.00 kW (with a radiator icon), 31/03/21 15:30
- Elec: 0.00 kW (with a lightning bolt icon), 31/03/21 15:30
- Navigation: '<Menu' and 'Next>' buttons

2. Account Info

The Account Info screens show your current balances, arrears and purchase history.

Recent Credits

This screen shows the last 5 credit purchases that have been received by the G6. The time and date stated are the exact time at which the credit was received by the G6 and not the time when the credit was purchased.



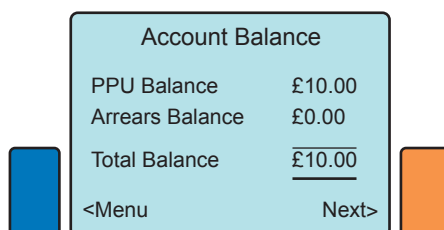
The 'Recent Credits' screen displays the following information:

£20.00	06/03/21	11:02
£4.65	04/03/21	10:20
£8.00	21/03/21	10:37
£5.00	12/02/21	10:29
£10.00	28/01/21	10:45

Navigation: '<Menu' and 'Next>' buttons

Account Balance *This may not be applicable to your particular installation.*

This screen shows your current G6 credit/debt balance and any arrears owed. The PPU balance is the credit or debt value currently on your G6. An Arrears Balance may show on the G6 if an outstanding debt is owed and is to be collected through a repayment agreement. Any repayment agreement will have been discussed with you prior to its implementation.



The 'Account Balance' screen displays the following information:

PPU Balance	£10.00
Arrears Balance	£0.00
Total Balance	<u>£10.00</u>

Navigation: '<Menu' and 'Next>' buttons

In-Home Display Screens

3. Usage Comparison

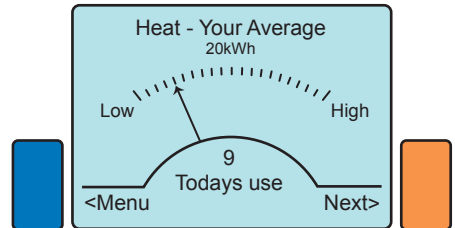
The Usage Comparison screens graphically display your consumption for each fuel. These update throughout the day and can be looked at to easily review your daily usage.

Your Average

This screen shows the amount consumed today against your daily average use for the last 14 days.

The value above **'Todays use'** shows the total number of units used today since midnight.

Your 14 day average is shown at the top under **'Your Average'** e.g. 20 kWh.



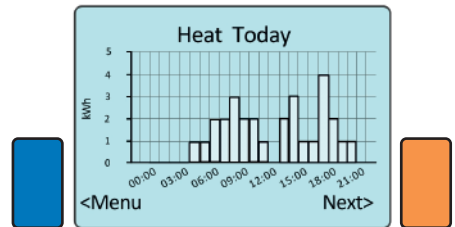
The arrow on the gauge will move round with each unit consumed. When the arrow reaches the middle this indicates that your usage has equalled your 14 day average. When the arrow moves past the centre towards **'High'** this indicates that your usage today is higher than your 14 day average.

4. Historic Comparison

The Historic Comparison screens contain graphs displaying your consumption for Today, Yesterday, Last 7 days and the last 12 months*. In each case the screens will show the supply type with the appropriate period in the title e.g. **'Heat Today'**.

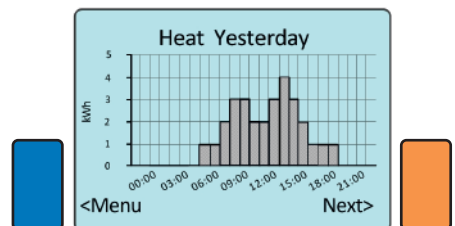
Today

This graph shows a full 24 hour period from 00:00 to 23:59 for the present day. Each bar shows the amount of consumption during any given hour. At the beginning of the day this graph will be empty and is updated hourly. The number of units is shown on the vertical scale along with the unit of measure.



Yesterday

This screen shows the full 24 hour period for the previous day. Each bar shows the total consumption during each hour of that day. The number of units is shown on the vertical scale along with the unit of measure.

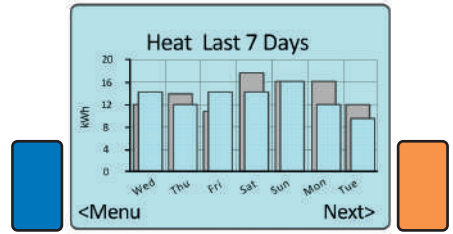


*Please note if your G6 is replaced or reprogrammed, all historical data will be reset. If your G6 has power disconnected then the values for 'Today' and 'Yesterday' screens will be lost.

4. Historic Comparison continued...

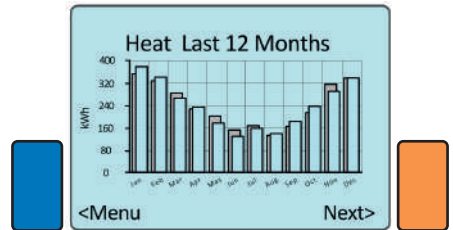
Last 7 Days

This screen shows a rolling weekly comparison. This shows the last 7 days of consumption compared with the previous 7 days. The lighter bars show the last 7 days, with the darker bars behind showing the previous 7 days.



Last 12 Months

This screen shows consumption information over the last 12 months compared with the previous 12 months. The lighter bars represent the last 12 months values, with the darker bars behind showing the previous 12 months consumption for comparison. e.g. the first column shows 380 kWhs used last January (lighter bar), compared with 340 kWhs used the previous January (Darker Bars).



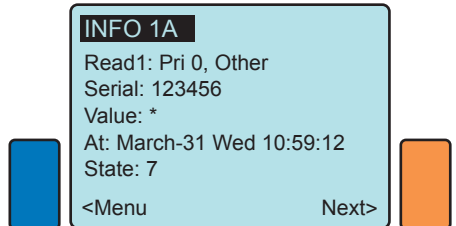
Menu Option 5 - System Info

These screens show system specific information for use by Switch2 engineers.

Depending on the type of meter(s) connected to the G6, the screens 1A & 1B may show some useful information:

- Serial:** Serial Number of the meter
- On, At:** The last time the meter was read by the G6
- Rate:** Tariff information and daily standing charge

*This may not be applicable to your particular installation.



Frequently Asked Questions

If you have no heat and hot water...

Have you checked the following:

- Does your Home Screen say ON in the top right corner?
- Do you have enough credit on your G6?
- Have you activated your emergency credit?
- Is your heating programmer turned on?
- Is your room thermostat turned up?

If you have answered YES to all of these, please contact our customer service team on **0333 321 2010**

Your G6 screen is blank...

Have you checked:

- Have you pressed the orange button and the screen is still blank (no text or images)?

If you have answered YES to the above, please contact our customer service team on **0333 321 2010**

You don't know where your nearest payment outlet is...

Please go online and visit **www.paypoint.com** and enter your postcode to find a list of the PayPoint outlets in your local area.

You have a general query with your account...

If you have a query and you can't find an answer in this booklet, please contact us on **0333 321 2010**



Energy Advice

- Get to know your heating controls (programmer) and use this to set the heating to turn on and off when necessary
- If you have individual controls on your radiators make sure these are set at the correct temperature for the rooms where you spend time
- Try turning your room thermostat down 1 degree and see if you are still feeling comfortable, this could save up to 10% of your heating bill
- In winter it is recommended that your living room is kept around 21°C and the rest of your house should be heated to 18°C
- Close your curtains at dusk to help keep the heat in
- Avoid drying clothes on radiators as it lowers the room temperature
- Install energy efficient bulbs where possible in rooms which you regularly use, as they can last up to 15 times longer and provide the same light level at a quarter of the running costs of normal light bulbs
- Turn off the TV and other appliances when they are not in use
- Turn off all lights when they are not in use
- Turn your heating down rather than opening a window to reduce the room temperature
- Never cover radiators as this can reduce their efficiency by 30%

For general account queries:

0333 321 2010

**Lines open Monday - Friday
(08:00 - 18:00)**

**If you have an emergency, we operate
a 24/7 out of hours emergency service
on this telephone number.**

my.switch2.co.uk

The simplest way to manage your account online

Registered office:

Switch2 Energy Limited,
The Waterfront, Salts Mill Road,
Shipley, Bradford, West Yorkshire
BD17 7EZ

Registered in England No: 3516925



This system is powered by a 230V mains electricity supply.
Please **DO NOT** attempt to undertake any maintenance.

The System should only be installed, programmed,
removed or dismantled by an Switch2 technician.

If the system is used in a manner not specified by Switch2,
the protection level of the equipment may be impaired.