



vPro.

e m s

An **e**nergy **m**etering **s**ystem that gives
Flexibility, Security & Control



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1.0 What is vPro:ems?

The vPro Energy Metering System (vPro:ems) is a smart heat metering solution that helps you to understand, budget and control your heat energy consumption.

vPro:ems connects into your energy supply to provide information directly to you through your vPro In Home Display (vPro IHD).

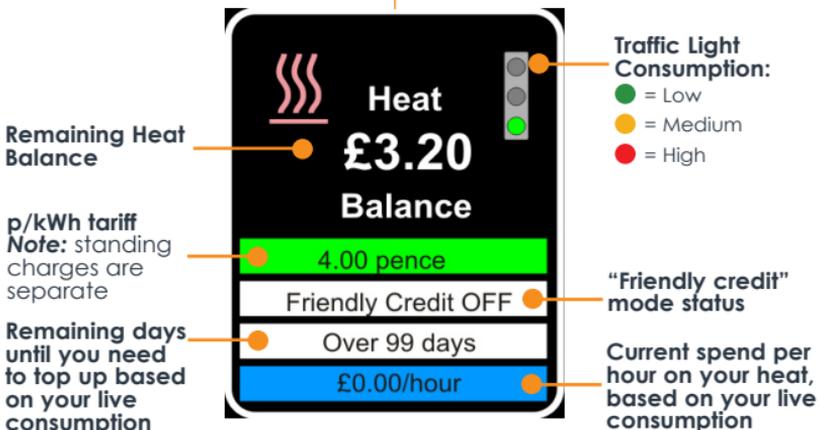
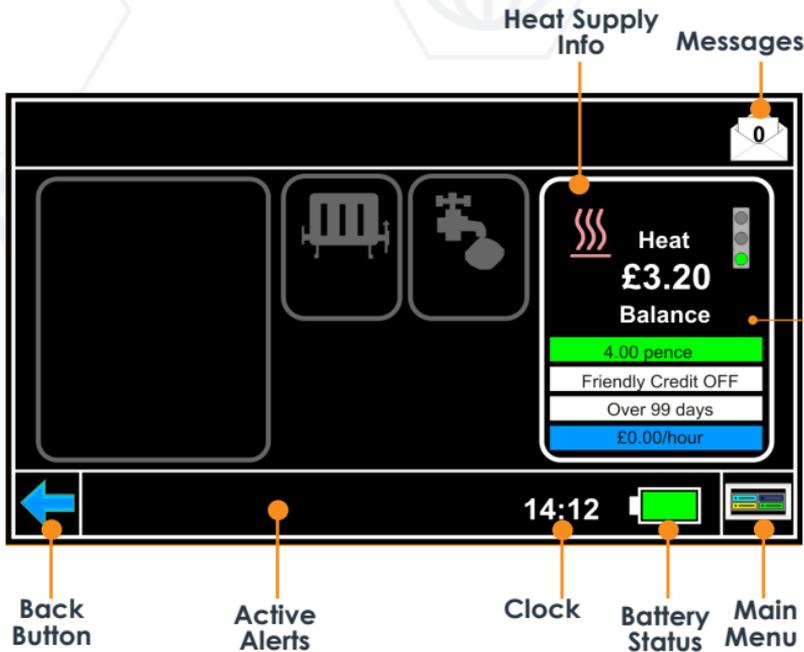
The vPro IHD will provide key information to you such as your current consumption, remaining balance, days until you next need to top up and current tariff amongst other information.

This user guide will help you to find your way around the In Home Display and take control of your heat consumption.

2.0 How To Use Your In Home Display

2.1 Home Page

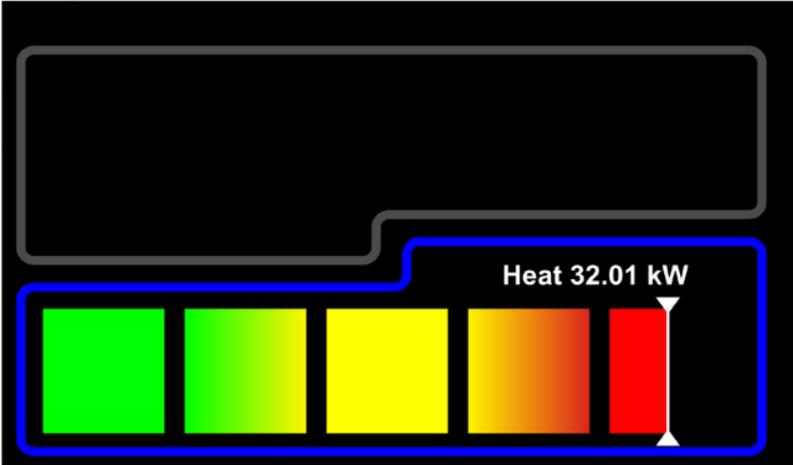
The Home Page shows all the key information that you would need to know at a glance.



Note: Your Heat Energy is energy used for both space heating and hot water.

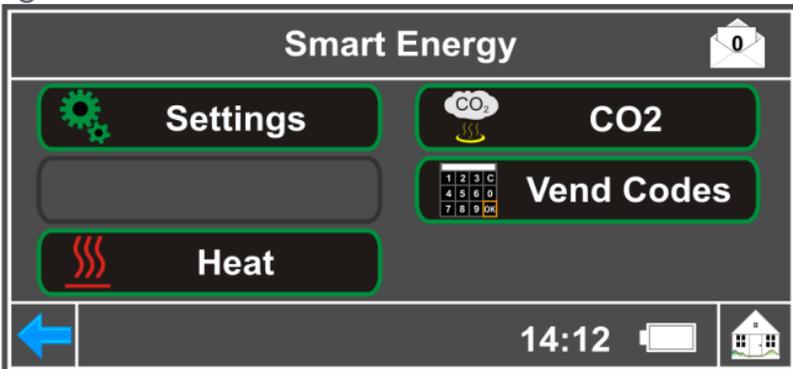
3.0 Screensaver

If the IHD is not used for 30 seconds, the screen will change from the Home Page to the screensaver. The screensaver shows a graphical image of your current consumption in kWh, and is updated every 15 minutes. To get back to the Home Page, just tap the screen.



4.0 Main Menu

The Main Menu can be selected on the bottom right of the Home Page. The Main Menu allows you to get access to more information on your IHD. To return to the homepage, select the home button in the bottom right hand of the screen.



4.1 Changing Your User Settings

After selecting Settings on the Main Menu, you will be asked to enter a pin code, please enter **0000** and then press OK. This will bring you to the User Settings page from which you can configure:

Time & Date: Change the 12/24 hour clock, or change the time/date by selecting the relevant buttons.

Meter Settings: Select Heat Threshold - this will provide an alarm when you consume the selected number of kWh in a single day. If you do not want an alarm, please select 0kWh.

Display and Sound: Change the Light Off Time - the number of seconds for the display to dim in brightness, and Return to Default Screen - the number of seconds before the screen moves to default page.

The Sound can also be muted from this page by tapping the Sound On button until it reads Mute All.

Note: Please DO NOT change the Secure Pin. If the Secure Pin is changed, you maybe charged a callout fee to reset the pin back to default.

4.2 Heat Usage Account

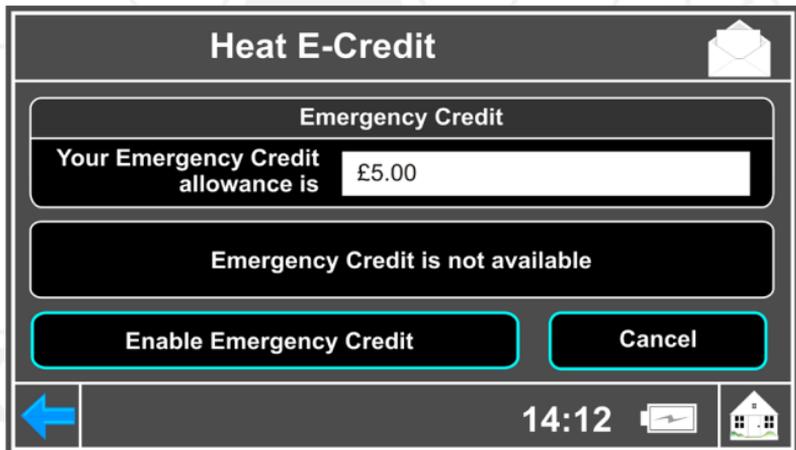
From the Main Menu select Heat to check your Heat Usage Account which shows you key information.

Heat Usage	
Heat Usage Account	£23.39
Cost per Hour	£0.05
Present Load	0.23 kW
Days Left	62 days

Emergency Credit Utility History Tariff

14:12

4.2.1 Emergency Credit Function



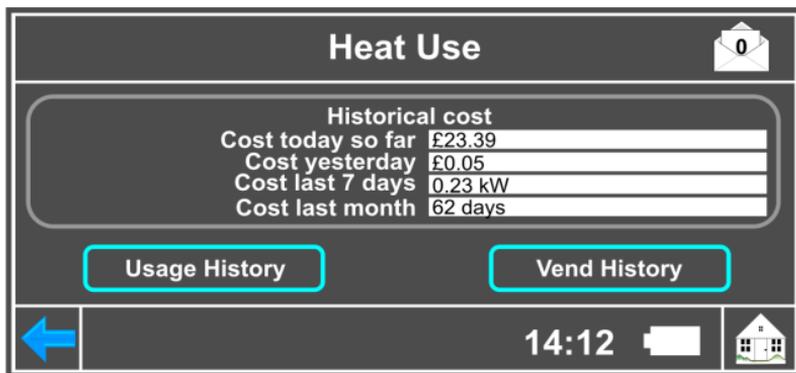
To view the amount of Emergency or Friendly Credit that you have available, tap the Emergency Credit Button.

If you have run out of credit but have Emergency Credit available then you can Enable Emergency Credit up to your maximum allowance.

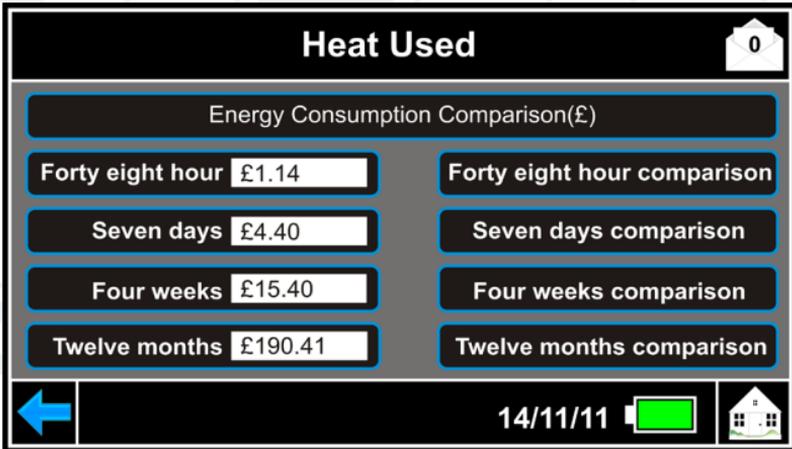
Note: The next time you top up, your Emergency Credit fund will be topped up first so please take this into account.

4.2.2 Utility History

Your IHD can show you information on how you have historically consumed heat energy by tapping on Usage History:

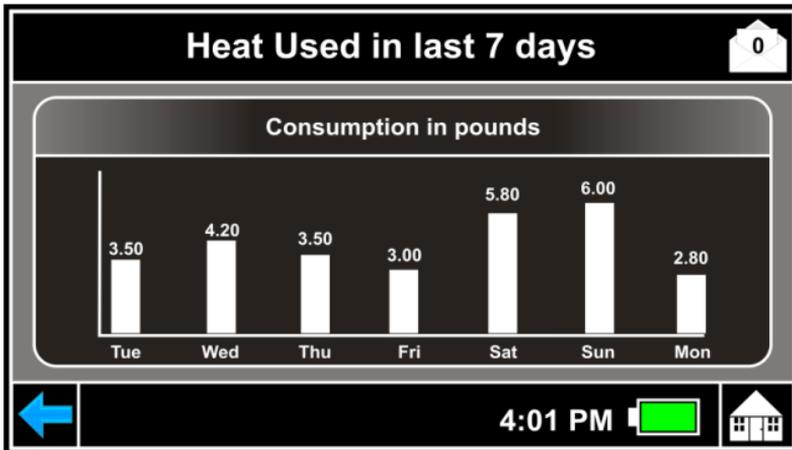


By selecting Usage History you can see consumption values up to the last 12 months:

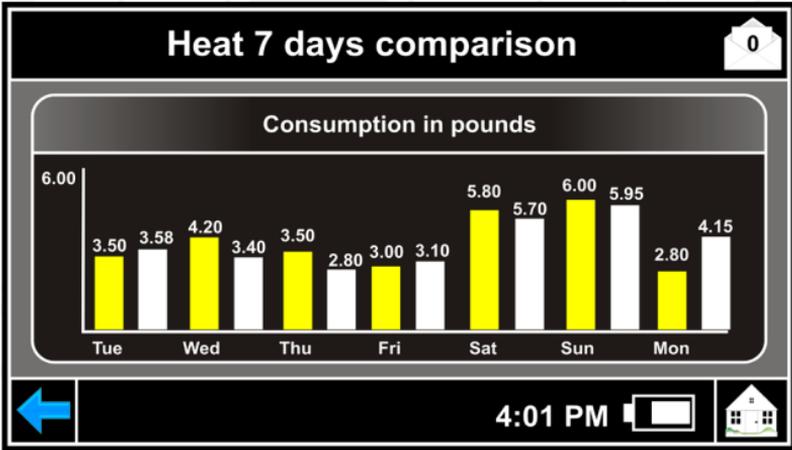


Tip: You can change the comparison value units between kWh and £ by tapping the Energy Consumption Comparison button.

You can also view graphs of your consumption over the time periods shown. To see the standard profile select the time period on the Left Hand Side of the screen:



You can view a comparison graph by selecting the time periods on the Right Hand Side of the screen:



4.2.3 Tariff

You can check your current tariff by tapping on the Tariff button:

Heat Tariff

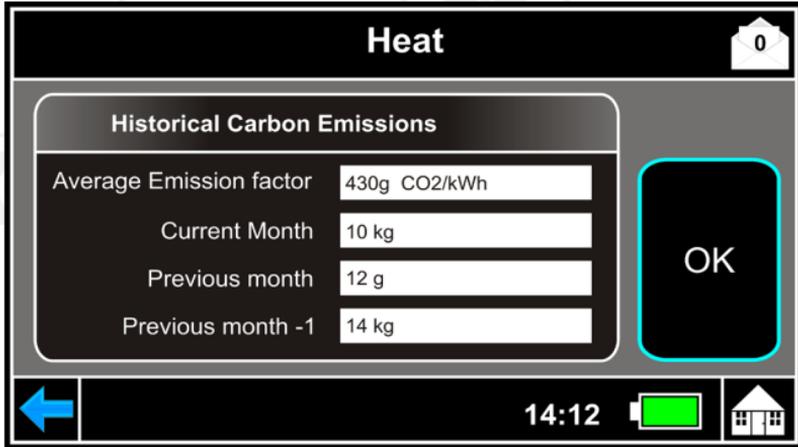
Rate 1	8.25 kWh	Current Rate1	10.00	Pence / unit
Rate 2	3.75 kWh	Current Rate2	15.00	Pence / unit
Rate 3	4.10 kWh	Current Rate3	20.00	Pence / unit
Rate 4	8.25 kWh	Current Rate4	25.00	Pence / unit
Daily standing Charge		5,000 pence		

OK

14:12

4.3 CO₂

Understanding the Carbon Dioxide Emissions (CO₂) from your energy usage can be extremely important, and this information is available on your IHD. Just click on CO₂ > Heat on the Main Menu to bring up the Carbon Emissions screen:



Average Emission Factor: The average amount of CO₂ you emit on your current usage per kWh.

Current Month: The amount of CO₂ emitted from your average consumption this month.

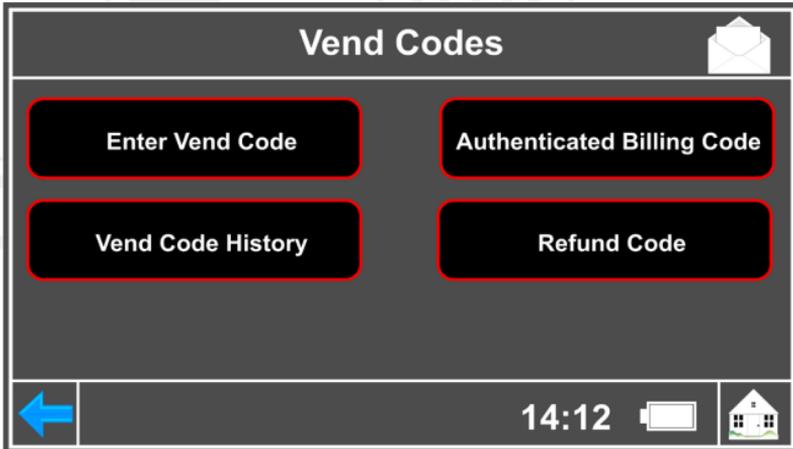
Previous Month: The amount of CO₂ emitted from your average consumption for the previous month.

Previous Month -1: The amount of CO₂ emitted from your total usage 2 months previous. This is updated every month.

You can get more information on reducing your Carbon Emissions by viewing the Energy Saving Trust website (www.energysavingtrust.org.uk) or contacting us at billing@vitalenergi.co.uk.

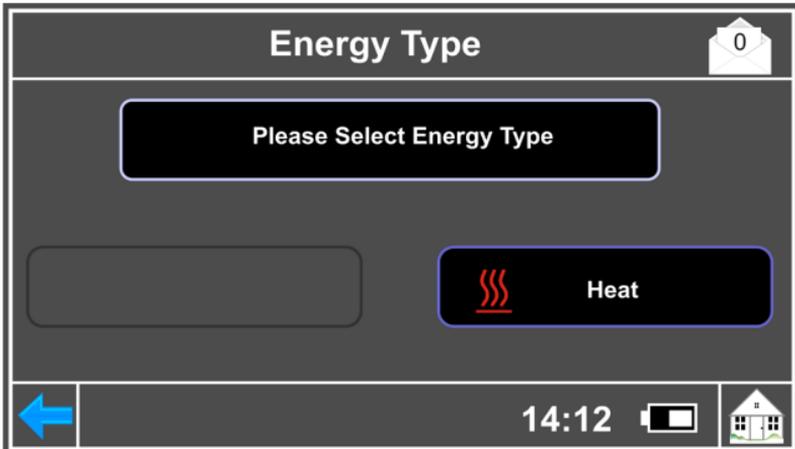
4.4 Vend code

In the event that your vPro meter does not receive the automated top up, you will be able to manually enter a Vend Code directly into your IHD, and also review the vend codes that have been received previously.



4.4.1 Entering Your Vend code

If your automated top up has not taken place within a reasonable amount of time, you can enter the Vend Code directly.



Select HEAT and you can enter your vend code using the touchscreen key pad.

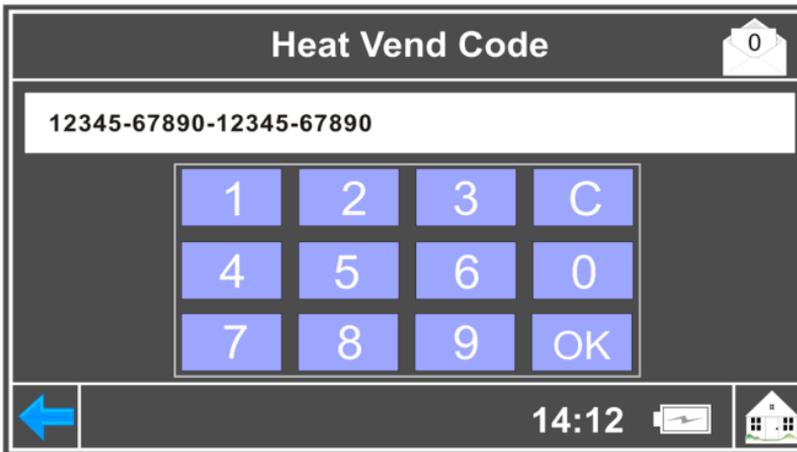
If you have topped up by Payzone, your 20 digit¹ Vend Code will be printed on your receipt.

If you top up by any other method then you will receive the Vend Code directly to your mobile phone by SMS² or alternatively you can contact vPro Customer Services on 0845 519 5099 (please have a pen & paper available to note the Vend Code).

¹ The Vend Code maybe 40 or 60 digits in certain circumstances.

²

You will need to subscribe to this service free of charge. If you are not already subscribed and would like to, contact vPro Customer Services on 0854 519 5099 or billing@vitalenergi.co.uk and please mention "Mobile Vend Code Subscription".



4.4.2 Vend Code History

This screen shows you how much you have topped up your credit over the previous 12 months.

Vend Code History		Heat
Payments		
Last 7 days	<input type="text"/>	£10.00
Last month	<input type="text"/>	£25.00
Last 12 months	<input type="text"/>	£290.00

Usage History Vend Codes OK

← 14:12 [Battery] [House]

Usage History

Please see section 4.2.2.

Vend Codes (History)

Old vend codes	
12:55 28/9/2012: Accepted	▲ Title: Accepted Date: 12:55 28/9/2012 21056-51754-11689-42686 ▼ This_vend_amount=£20 Total_vend_amount=£230
12:40 28/9/2012: Rejected	
13:50 21/9/2012: Accepted	
16:15 20/9/2012: Accepted	
19:29 26/8/2012: Accepted	

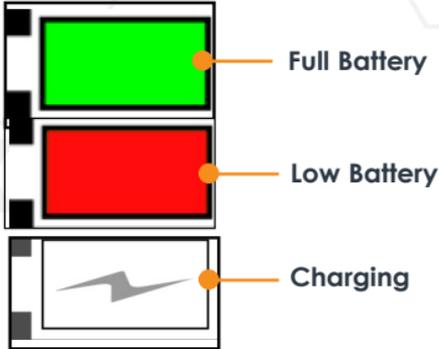
← 14:12 [Battery] [House]

You can view the previous Vend Codes that have entered automatically or manually by selecting Vend Codes > Heat.

Tip: You can scroll up and down by clicking on the up and down arrows in the centre of the screen.

5.0 Battery Life

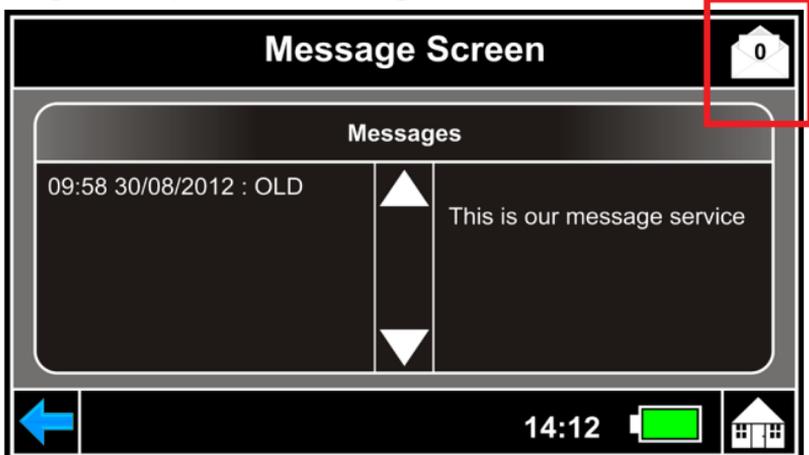
Your IHD can be taken out of the cradle unit and will still operate using an internal battery. The battery status is displayed in the bottom right of every screen and will show 1 of 3 different icons to indicate the battery status:



To ensure the unit is charged at all times, return the unit to the cradle after use.

6.0 Messages

Your IHD can also hold messages for you sent on behalf of your landlord/ energy supplier. To see your messages click on the Messages icon on the top right of the home page to display the message screen.



7.0 How To Top Up Your Credit

You can top up your credit using any of the following top up methods:



7.1 Payzone Outlets

Simply take your vPro:ems Smart Payment Card and cash amount to any Payzone outlet. The retailer will be able to scan your card and process your payment for you.

Once the payment has been processed, your retailer will provide you with a receipt that contains a 20 digit code*. Please keep this receipt in case the automated top up does not arrive quickly (Please see page 15).

* The length of the vend code maybe longer in certain circumstances.

Note: A £5 minimum top up applies, and payment

7.2 Online

Simply type <https://payment.vitalenergi.co.uk> into your web browser. You will need to register your details the first time you pay online.

To register you will need 3 pieces of information:

- vPro Card Number (19 digits long)
- Property Reference Number (provided on your card letter)
- Your Personal Details

Just follow the on screen process and provide a strong password. Once registered, login using your email address and password and you can top up using a single payment, or you can make a subscription payment that is automatically taken every month from your bank account/credit card/debit card.

Note: Your first subscription payment can take 10 days to verify, so please top up your account with a single payment as well to cover this period.

7.3 Direct Debit

A Direct Debit can be arranged from your bank account to take a fixed payment every month that will be credited to your meter.

If you use all of your credit within the month, you will need to top up using one of the other methods to provide credit until the next Direct Debit takes place. If credit is still remaining on the system at the end of the month, the next Direct Debit value will be added to this.

You can set up a monthly direct debit either online at <https://payment.vitalenergi.co.uk> or contact our customer service team on 0845 519 5099.

Note: Direct Debits can take up to 4 days to clear, therefore there could be a 4 day delay between the funds leaving your account and your credit being topped up.

7.4 Telephone Payments

You can pay securely over the telephone by Credit Card or Debit Card by contacting our customer service team on **0845 519 5099**. Please have your vPro Smart Payment Card and credit/ debit card available in order to complete the top up.

If you have any arrears that you would like to pay, please clearly state this to our customer service team who will be happy to help.

Note: A minimum top up of £30 is required for telephone payments.

IMPORTANT Your meter can hold a maximum of £300 at any one time. Please do not exceed this.

7.5 Lost vPro Smart Payment Card

If you lose your vPro Smart Payment Card, please contact the vPro Customer Service team on 0845 519 5099.

Note: Charges will apply for replacement cards.

8.0 Failed Top Ups and Low Credit Features

In the event that your top up has not been automatically added after a successful payment you can manually enter the vend code into your vPro In Home Display.

The vend code can be found either on your Payzone receipt, sent to your mobile or provided by our customer service team. You can manually enter a vend code into the Display using the "Enter Vend Code" screen which can be found from the home page by selecting: Main Menu > Vend Codes > Enter Vend Code > Heat (shown on page 9).

Simply type in your vend code and press OK, once verified your meter will be credited with the top up amount.

Note: The vend code can vary between 20 and 60 digits depending upon varying circumstances.

8.1 Emergency Credit

Emergency credit provides a temporary amount of credit in case you are unable to top up your credit and your credit is about to run out.

The low credit alarm will sound when no credit is remaining on the system and an alert is provided at the bottom of your In Home Display. Please click this alert and press OK to confirm that you accept the emergency credit.

Also, you can Enable Emergency Credit through the Heat Usage Account screen as shown on page 4.

Note: The amount of emergency credit that is available is fixed and will be set by your heat supplier. When you next top up your credit, your emergency credit fund will be topped up first so please top up more than the emergency credit used.

8.2 Friendly Credit

Friendly Credit periods are specified times during each day, and specific days (e.g. weekends, bank holidays, New Year etc) where your vPro meter will not stop your heat energy supply if credit runs out during this period.

During the friendly credit period you will still be charged for your heat, and when you next top up your credit will be applied to pay for the friendly credit first.

Once the friendly credit period has finished and you have no credit, your heat supply will be stopped until you purchase sufficient credit to pay for more than the friendly credit.

8.3 Low Credit Alarms/ Alerts

Your IHD has in built alarms and alerts which will cause an alarm noise and will be displayed in a white box at the bottom of the Home Page. To stop the alarm noise you will need to confirm the alert by selecting the white box and pressing the OK button. Example alerts include:

Heat Money Low: Your remaining balance has dropped below £1 and you need to top up.

Heat Credit Low: Your Emergency Credit is running low and you need to top up.

Heat No Credit: You have run out of all credit on your meter and you need to top up to get your heat back on.

Battery Low: The IHD battery is low and you need to recharge it by placing it back on the docking unit.

Dock Not Powered: The docking unit is not connected to an electricity supply.

Lost Meter: There has been a communications fault. You will need to wait until it has reconnected or select OK. This will not affect your data or the system operation.

If you have any other alarms or are unsure about what to do, please just ring the vPro Customer Service team on **0845 519 5099** or email **billing@vitalenergi.co.uk**.

9.0 Contact Us

Hopefully this guide will answer any questions you might have about your In Home Display but if not, please contact our friendly Customer Service Team:

billing@vitalenergi.co.uk

General Enquiries:

0845 519 5099

Opening Hours:

8.00am - 6.00pm Monday to Friday

Vital Energi Headquarters

Century House
Roman Road
Blackburn
BB1 2LD

10.0 What to do if...

10.1 You have recently moved in and don't have a vPro Smart Card

Please ring the vPro customer service team on 0845 519 5099 and have your address to hand. You will need to add credit to your vPro meter by credit or debit card using our telephone payment service.

If we haven't done so already, we will also send out a new vPro Smart Card specific to you that will allow you to pay through all payment methods available. (Please note your new vPro Smart Card can take up to 10 working days to arrive).

10.2 You have lost your vPro Smart Payment Card

If you have lost your vPro Smart Payment Card please contact the vPro customer service team on 0845 519 5099. Charges for replacement cards will apply.

10.3 You would like to purchase credit

You can purchase credit for the vPro Smart Meter through a number of methods including:



ONLINE Simply logon to <https://payment.vitalenergi.co.uk> to make single and subscription payments by credit or debit card or to set up a direct debit. Please keep this letter safe as it will be required for registration.



PAYZONE You can take your vPro Smart Card to any Payzone outlet and make a payment by cash.



TELEPHONE You can call Vital Energi on **0845 519 5099** and make a payment by credit card or debit card.



DIRECT DEBIT You can setup a Direct Debit to pay a fixed amount of credit onto your vPro meter each month. To do this, please logon to <https://payment.vitalenergi.co.uk> or just give us a call on **0845 519 5099**.

10.4 Your vPro meter has not updated your credit automatically

If your credit has not been added automatically to your vPro meter, then you can manually type in your 20 digit code* into your vPro In Home Display.

You can enter the code by selecting the following options from your vPro In Home Display homepage:

Main Menu (bottom right) > Vend Codes > Enter Vend Code > Heat

If you have subscribed to our Mobile Vend Code Subscription service, then the 20 digit code* will be sent to you by SMS on the mobile phone number provided. The vend code will be sent to your mobile once the credit has been applied through any of the payment methods.

Alternatively if you have paid by Payzone, the vend code will also be printed on your receipt as shown on the example here:

* Code lengths maybe 40 or 60 digits long in certain circumstances.





Vital Energi Utilities Limited

Metering and Billing Department

Headquarters

Century House

Roman Road

Blackburn, BB1 2LD

billing@vitalenergi.co.uk

General Enquiries:

0845 519 5099

Opening Hours:

8.00am - 6.00pm Monday to Friday

USE THIS SPACE TO RECORD

The number on your:

vPro ID _____

Property Number _____

Address _____

Your nearest Payzone outlet _____