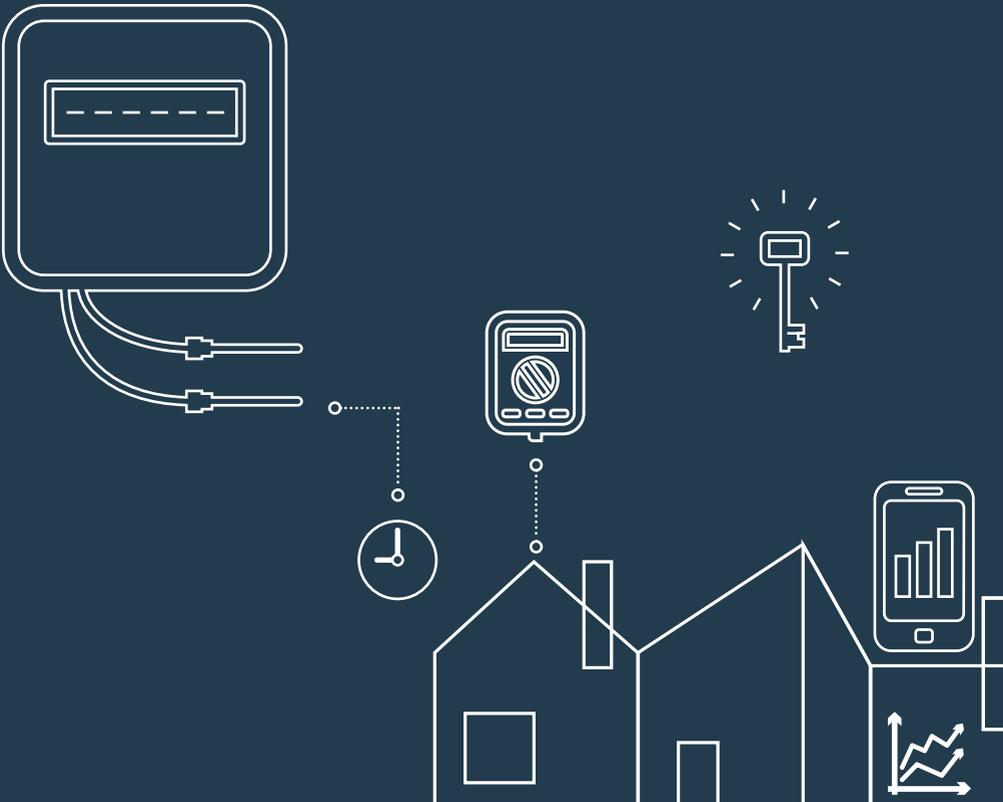# Your Guru Hub Guide

Introduction

Your home is serviced by a heat network, which is where heating and/or hot water is centrally generated and distributed to your home through a network of pipes. The amount of heating and hot water you use is metered so you will only pay for what you use.

mySycous have been appointed as the Metering Service Provider by your Heat Network Operator who is your utility provider for heating and hot water services. This means mySycous is responsible for operating the metering network but not for setting the tariff or other activities.

You will have a display unit, referred to as a Hub, installed in your home. This provides you with an easy way to access your account information, as well as information about your energy consumption.
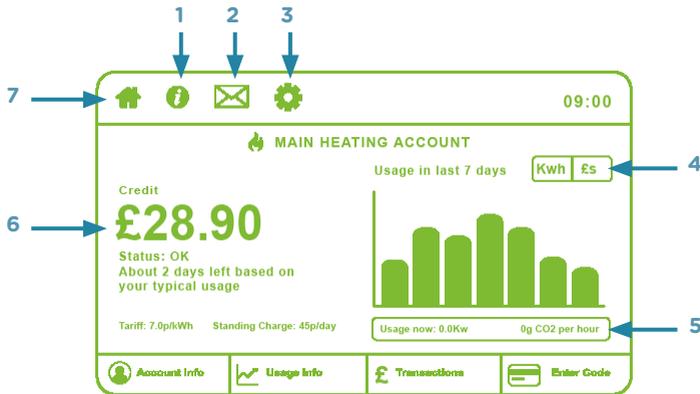
Your Guru Hub

The Guru Hub is a display unit installed in your home. The Hub stores and transmits your secure data and allows you to access your account details and your energy consumption. It also stores your tariff details and has a messaging service.

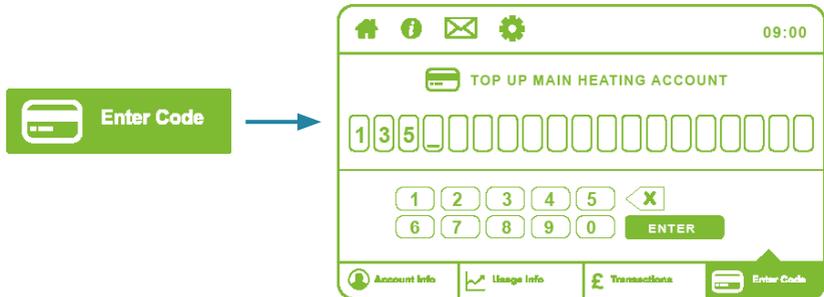# Managing Your Account Using Your Guru Hub

Understanding the main display:

1. **Supplier information button** - view information about your metering and billing provider, and energy efficiency.

2. **Message Icon** - we may send you important information such as service disruptions or other changes. Your message will pop-up but you can see a history of messages here as well.

3. **Settings** - You can change your alert settings, as well as other display settings to suit you.

4. **Switch between £** usage and energy consumption graphs showing the last weeks-worth of consumption.

5. **Current usage** in kW and CO2 consumption per hour.

6. **Remaining credit** for PAYG users (estimated bill total if not) and the expected credit time remaining.

7. **Home button** - This brings you back to this screen from anywhere else in the Hub menu system.

How to top up when a payment has not automatically been added to your Pay-As-You-Go account

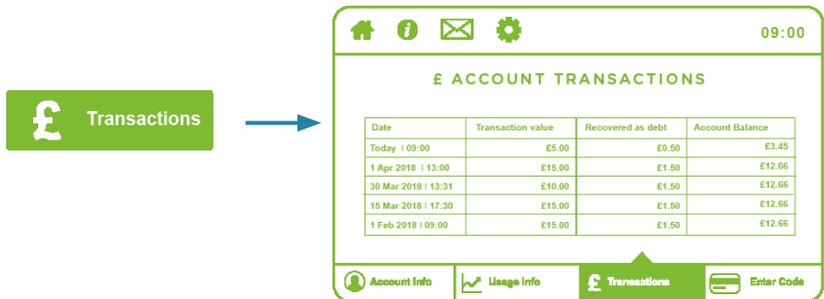You will need your energy payment receipt to top-up your account.

Selecting the Enter Code button from the home screen allows you to access the payment screen to top-up manually. Simply key in the 20 digit number which can be found on your Paypoint receipt.

Enter Code

TOP UP MAIN HEATING ACCOUNT

1 3 5

1 2 3 4 5
6 7 8 9 0 ENTER

Account Info | Usage Info | £ Transactions | Enter Code

How to check your account balance

You can check the balance on your Guru Hub from the Home Screen.
To view a list of your previous transactions, select the Transactions button on the Home screen.

Transactions

£ ACCOUNT TRANSACTIONS

Date	Transaction value	Recovered as debt	Account Balance
Today | 09:00	£5.00	£0.50	£3.45
1 Apr 2018 | 13:00	£15.00	£1.50	£12.66
30 Mar 2018 | 13:31	£10.00	£1.50	£12.66
15 Mar 2018 | 17:30	£15.00	£1.50	£12.66
1 Feb 2018 | 09:00	£15.00	£1.50	£12.66

Account Info | Usage Info | £ Transactions | Enter Code

Your meter account balance is displayed at the top right corner of the table and the list of the last five payments made in your meter account will appear below along with their payment dates.

How to check your account information

At the bottom of your account screen, you have an "Account Info" view. This will allow you to view the emergency credit available on your Hub, any debt remaining on your account, and meter readings for that account.
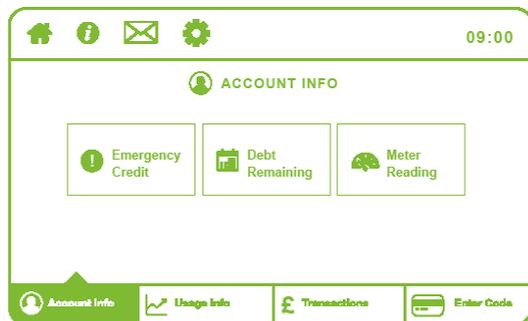
Emergency Credit

Selecting Emergency Credit will allow to you to see how much emergency credit you have available to you and an option to activate it early.

Debt Remaining

Selecting Debt Remaining will show you the outstanding debt on your account (if there is any) and it will also tell you how much as a percentage of each top up will go towards recovering the debt.

Friendly Credit

During friendly credit periods, your utility supply for this account won't disconnect, even if you are out of credit. This gives you extra time to top up. Selecting it here will give you more information about your friendly credit periods.

Meter Reading

The meter reading button will take you through to show the current reading on your meter.

How to activate your emergency credit

When your credit is running low, a message will display on the Home screen reminding you to top-up. If you are unable to do so, you can activate emergency credit by pressing the Activate Emergency Credit button as seen below.
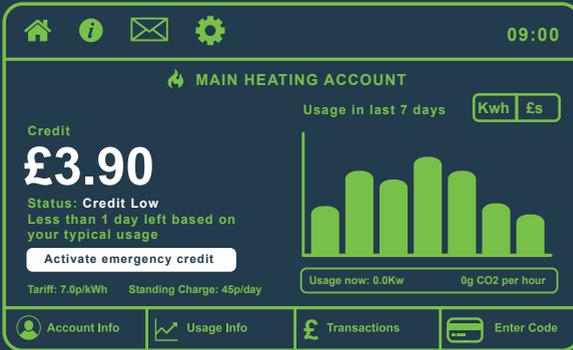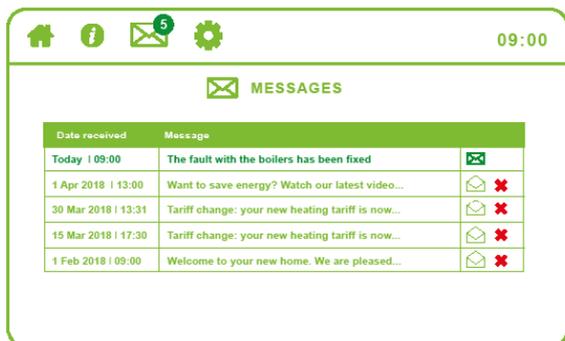

Once activated, the credit status on the Home screen will change to Emergency Credit in use and you will be able to view a rough estimate of how much time you have left to use your utilities before you need to top-up.
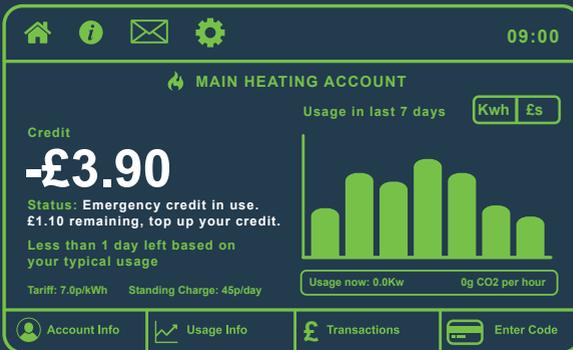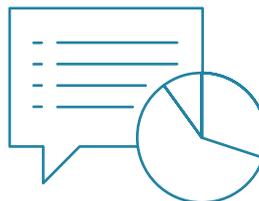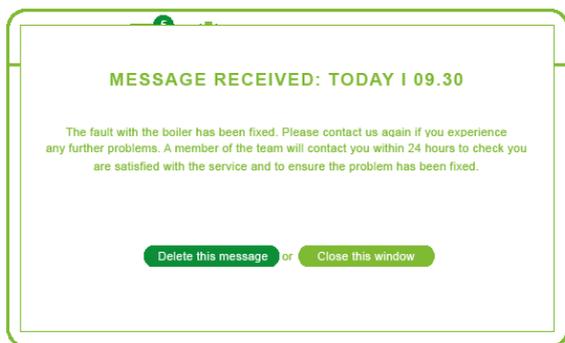
How to read your messages

If you have received a new message, then the ✉ icon will change to highlight the total number of unread messages. Selecting the icon from the Home screen will show you all messages that you have received.

Date received	Message	
Today	09:00	The fault with the boilers has been fixed	✉
1 Apr 2018	13:00	Want to save energy? Watch our latest video...	✉ ✖
30 Mar 2018	13:31	Tariff change: your new heating tariff is now...	✉ ✖
15 Mar 2018	17:30	Tariff change: your new heating tariff is now...	✉ ✖
1 Feb 2018	09:00	Welcome to your new home. We are pleased...	✉ ✖

A ✖ icon shown to the right of an opened message will delete it from the device.

To view a new message, tap the closed envelope button. This will allow you to view the message and choose whether to delete it or return to the message history.


MESSAGE RECEIVED: TODAY | 09.30

The fault with the boiler has been fixed. Please contact us again if you experience any further problems. A member of the team will contact you within 24 hours to check you are satisfied with the service and to ensure the problem has been fixed.

Delete this message   or   Close this window

Display Settings

If you'd like to alter the display settings on your Guru Hub, tap the cog icon at the top of your screen. You will then be able to choose the display settings button which will allow you to alter how long you'd like the Hub display to stay on.
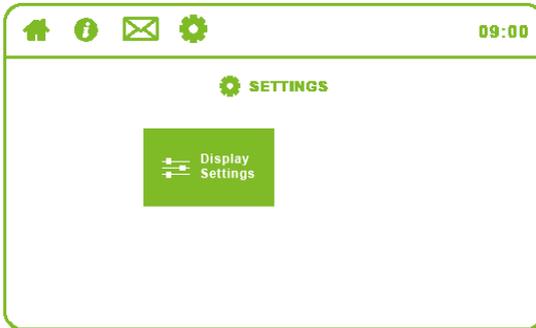
You can adjust the display by sliding the blue button on your screen to your preferred setting.
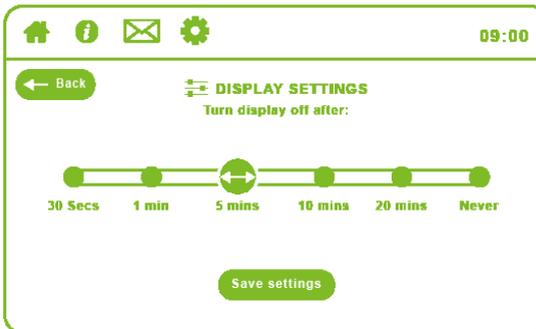
Managing your Energy Usage

The right-hand side of the Home screen gives a visual indication of your real-time energy consumption (kW), and the resulting carbon emissions (CO2/hr).

You can also view a graph showing the consumption in kWh or £'s over the last seven days.

To access more information, you can select the Usage Information button on the Home screen.

Using the arrows on either side of the page, you can switch from the table format to a bar graph showing the average cost per day, highest daily spend, and total cost for the period. You can adjust the time period and switch between £'s and kWh.
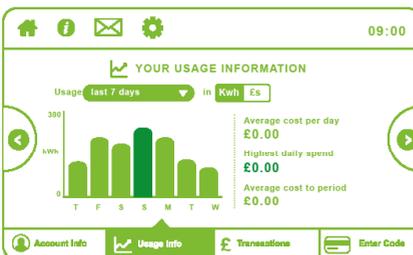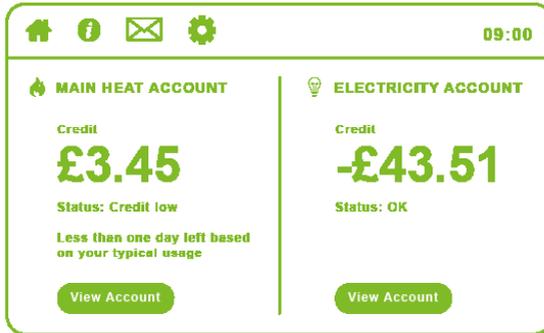

You can also view your consumption in kWh over the past three years as a line graph which allows you to compare historical and seasonal trends.

The multi-fuel display

If your Guru Hub is connected to more than one utility, your home screen will look slightly different;

Your multi-fuel home screen will display a summary of your account and an estimated bill total per supply type.

You can also select View Account, to see more information about each of your individual utility accounts. Just click the Home button to return back to see all your accounts.
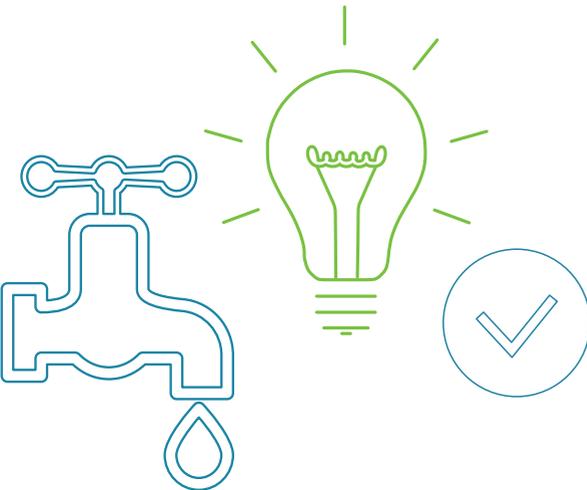
Energy Saving Advice

Heat networks are a highly efficient source of energy and the installed system helps to accurately monitor energy usage across the entire network. This provides a way for your supplier to maximise the efficiency, ensuring your energy supply is as cost effective as possible and that charges are accurate and as low as can be. Your Guru Hub provides you with precise, up-to-date information so that you are able to track your charges and energy usage.

To find out more about Heat Networks and energy efficiency, please get in touch with Sycous today. You can also visit **www.heattrust.org** or **www.energysavingtrust.org.uk**.

Why not try....

- Fitting a water efficient shower head.

- Draught proofing doors and windows.

- Turning your thermostat down by 1°C.

- Replacing your bulbs with LEDs.

- Make sure you don't leave the tap running.

- Regularly checking your consumption using your Guru Hub to see the impact small changes can make to your consumption (and balance!).
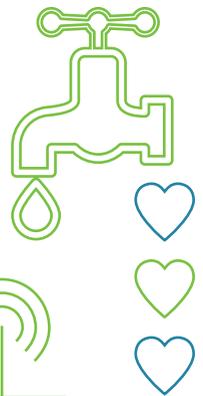
Need Help?

Contact our team on
03338803115 or email
hello@mysycous.com

Our offices are open
Monday to Friday
8:30 am to 5:30pm
excluding bank holidays.