



# Your Guru Hub Guide

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# Your Guru Hub

Introducing your Guru Hub! Please refer to this brochure to learn how you can make the most out of using your device. This brochure includes relevant information for customers who top-up a PAYG meter and those customers who receive bills each month.

You will have a display unit, referred to as a Guru 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.

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.

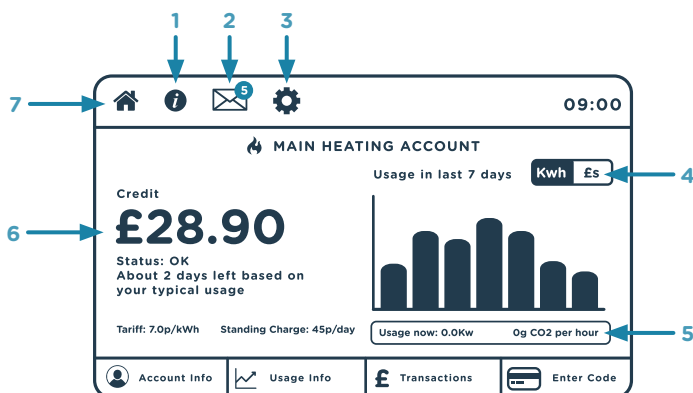
As mySycous are not the manufacturer of the Guru Hub, we are not responsible for any faults. If you believe your Guru Hub has a fault, please get in touch with our team and we will contact your utility supplier on your behalf.



# Managing Your Account Using Your 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.



## 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.

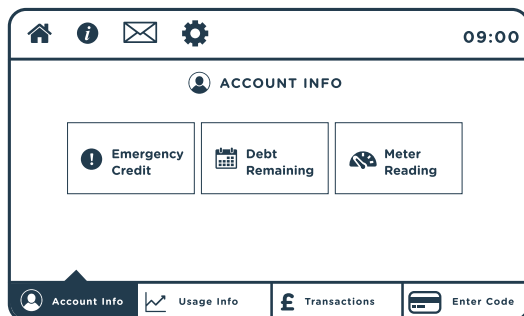
Date	Transaction value	Recovered as debt	Account Balance
Today   09:00	£5.00	£0.50	£3.45
1 Apr 2018   13:00	£15.00	£1.50	£12.66
30 Mar 2018   13:31	£10.00	£1.50	£12.66
15 Mar 2018   17:30	£15.00	£1.50	£12.66
1 Feb 2018   09:00	£15.00	£1.50	£12.66

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 you to see how much emergency credit you have available to you and an option to activate it early.

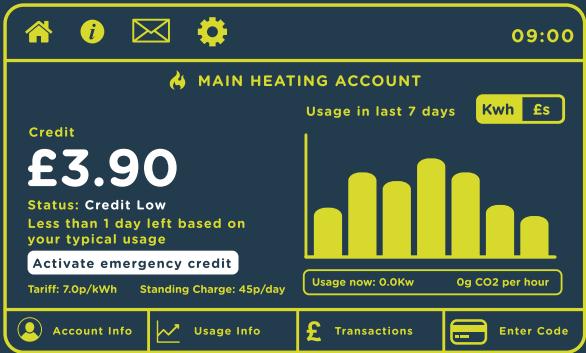
**Debt Remaining:** Selecting Debt Remaining will show you the outstanding debt on your account (if there is any) and it will also tell you how much as a percentage of each top up will go towards recovering the debt.

**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.

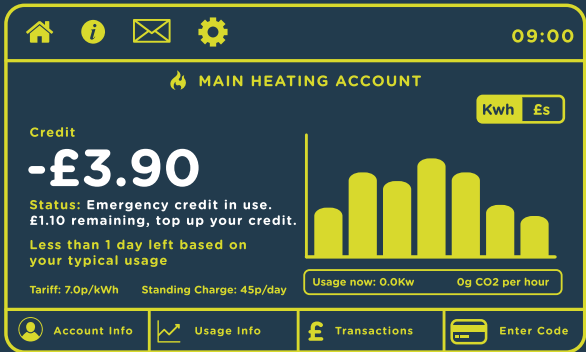
**Meter Reading:** The meter reading button will take you through to show the current reading on your meter.

## 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.




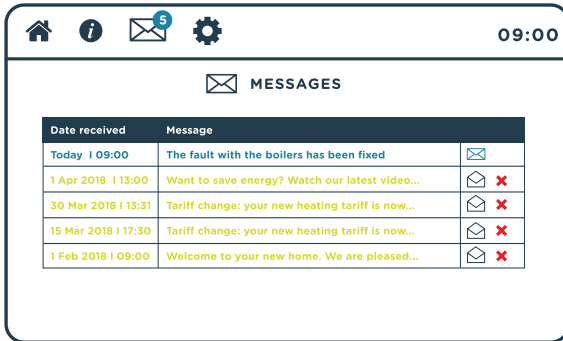
Once activated, the credit status on the Home screen will change to “Emergency Credit in use” and you will be able to view a rough estimate of how much time you have left to use your utilities before you need to top-up.






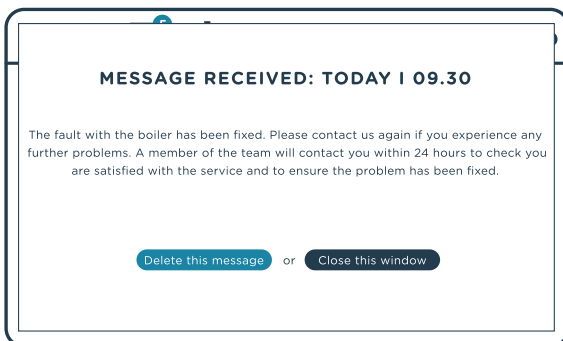
## How to read your messages

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.



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

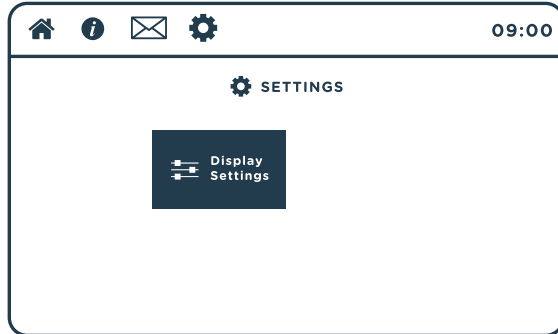
To view a new message, tap the closed envelope button. This will allow you to view the message and choose whether to delete it or return to the message history.



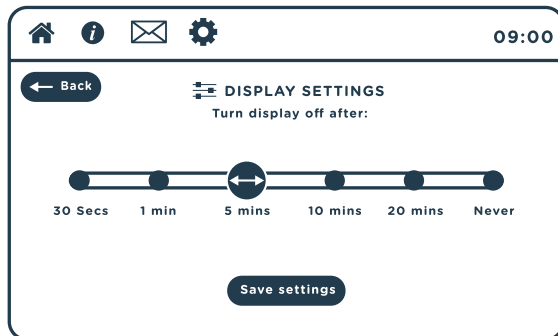


## Display Settings

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.



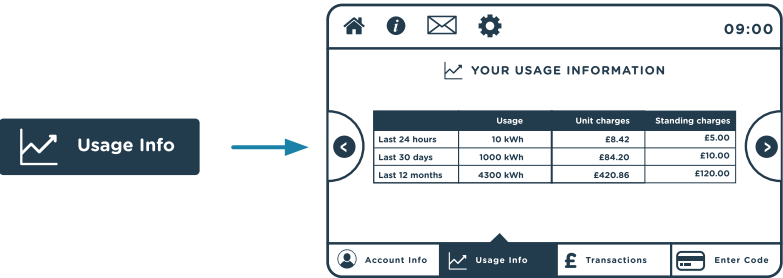


# Managing your Energy Usage

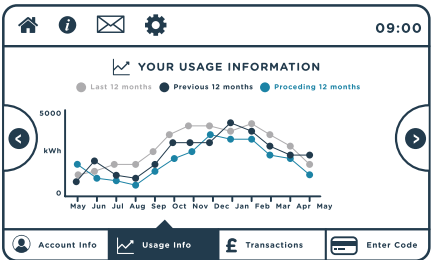
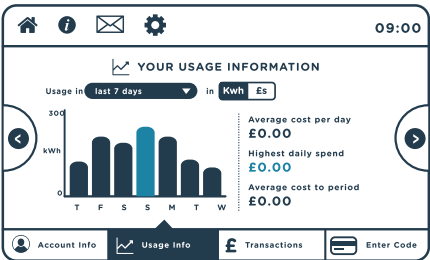
The right-hand side of the Home screen gives a visual indication of your real-time energy consumption (kW), and the resulting carbon emissions (CO<sub>2</sub>/hr).

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.

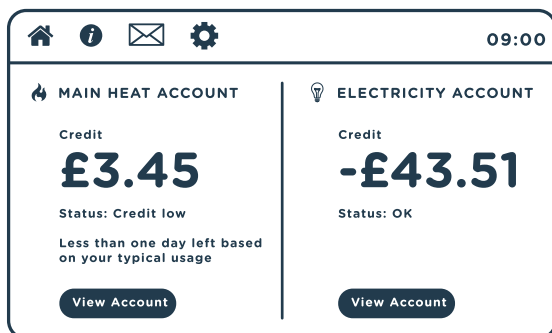


You can also view your consumption in kWh over the past three years as a line graph which allows you to compare historical and seasonal trends.



## 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.

# Notes

# Need Help?

Contact our team on

**0333 880 3115** or

**[mysycous.com/get-in-touch](https://mysycous.com/get-in-touch)**

SYCPOLER

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