WELCOME TO GLASS
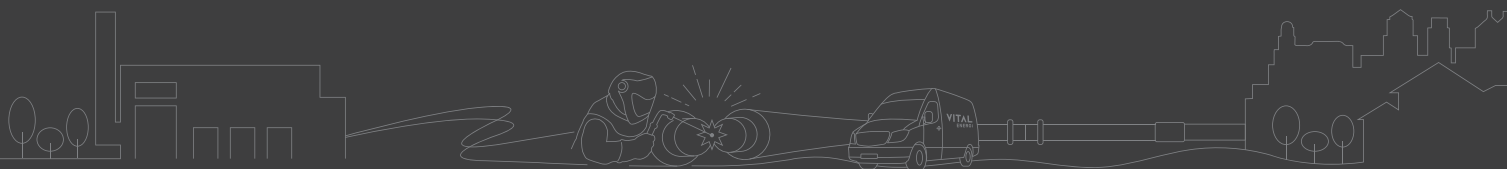
User Guide and Set-Up Process

2021-2022
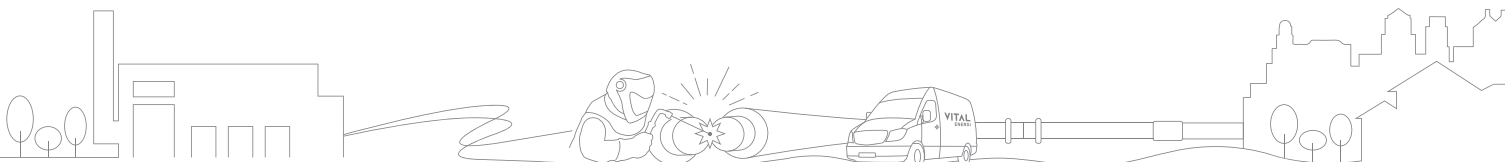
Glass
visible energy

Welcome to Glass

The Glass smart app and portal gives you full visability of your energy usage and control of your energy spend, whilst allowing you to make quick top-ups or bill payments from the comfort of your home.

Getting Started

Help? If you need help setting up or using Glass, please contact our Customer Service team on **0808 2080 063** or email: **glasssupport@vitalenergi.co.uk**

Register for Glass

When you move into a Glass enabled property, your housing provider, managing agent or developer will arrange for you to receive a Glass registration letter from Vital Energi.

This letter will provide you with the following:

1. Activation Code
2. Customer Code
3. Links to the Vital Energi website
4. Details on how you can download the Vital Glass app via IOS or Android
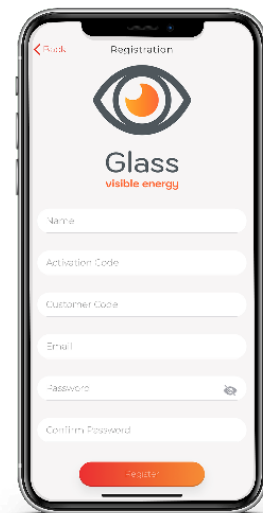
Once you have downloaded the app onto your smart device, or visited **resident.vitalenergiglass.co.uk**, you will see the initial login screen as shown below:
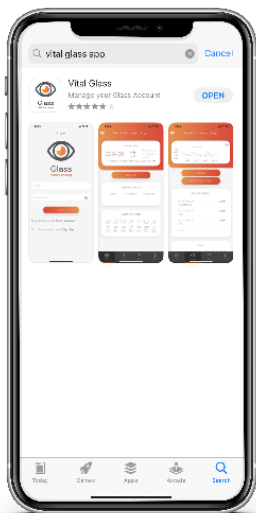
1. Open the app

2. For new users select the **'Sign Up'** button

3. You will be asked to enter your '**Name', 'Activation Code', 'Customer Code', 'Email Address'** and to create a new '**Password'**

Once you have selected 'Register', you will be required to verify your email address. Once you have received the Glass verification email, click the **'Verify Email Address'** link to complete your registration.

You can now sign in using the same email address and password that you used to register your Glass account. Please note, you will need to **review and accept the Terms and Conditions** to view your Glass home screen.

Home

The home screen provides a summary of your key account information. We have provided an overview of each setion below.

Current Balance

You can view your Meter Balance (for prepayment customers) or Account Balance (for credit billing customers).

The screenshot to the right shows what your home screen will look like on a standard desktop computer. The mobile app will look different but the information will be in the same place.
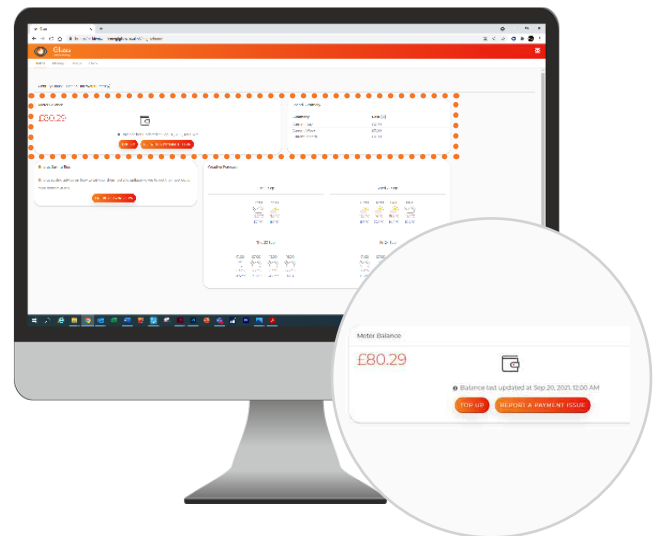
Top-up

Clicking the 'Top-up' or 'Payment' button will give you the option to make a single payment on your prepayment meter or credit bill.

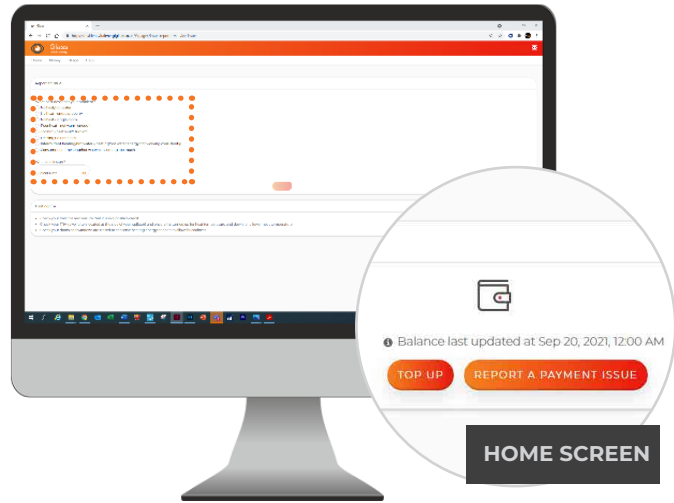You can select a new card, or you can save your card details for future payments.
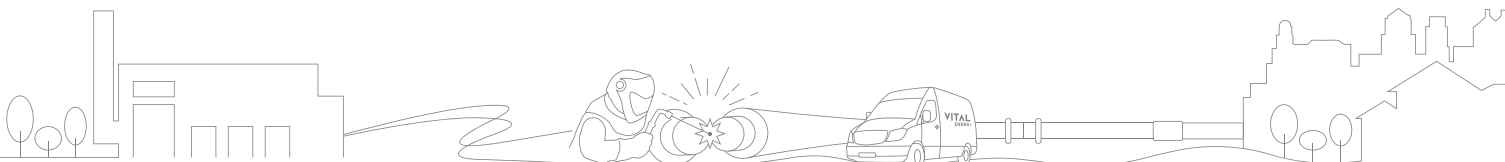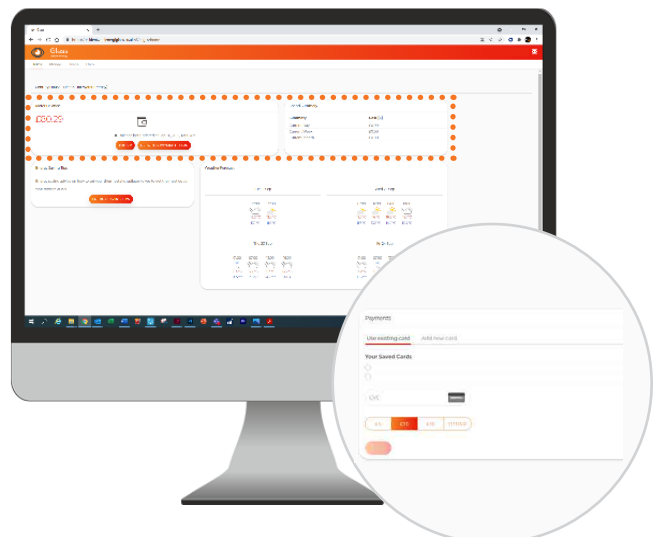
Report a Payment Issue

If you have an issue with a payment you have made, you can log this directly with our Customer Service team via the 'Report a Payment Issue' button.
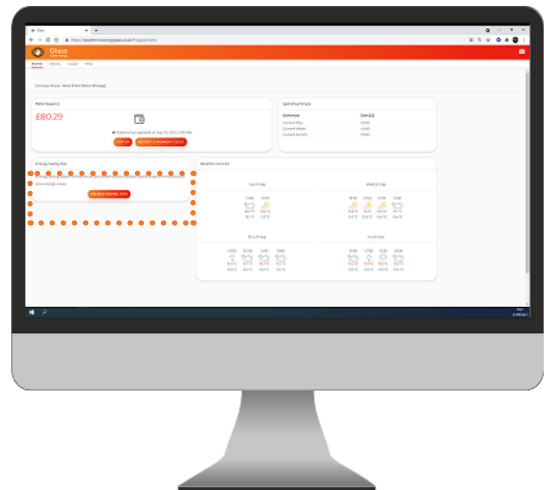
Select the relevant option and press 'Submit' to log the issue with our Customer Service team.

HOME SCREEN

Energy Saving Tips

Glass provides you with helpful hints and tips on how you can save energy within your home.

Making small changes to reduce the amount of energy you use each day can help to reduce the amount that you spend on your heating and hot water bills.

Weather Forecast

This uses the location of your property to show you the upcoming weather forecast.

This is a particularly helpful tool for customers who have prepayment meters, as it helps to identify if a top-up may be required to get through an upcoming cold spell.
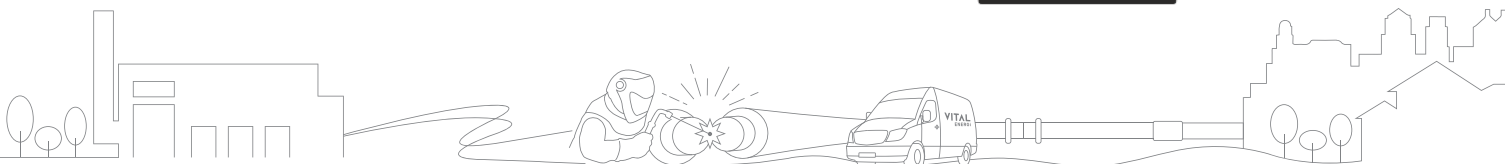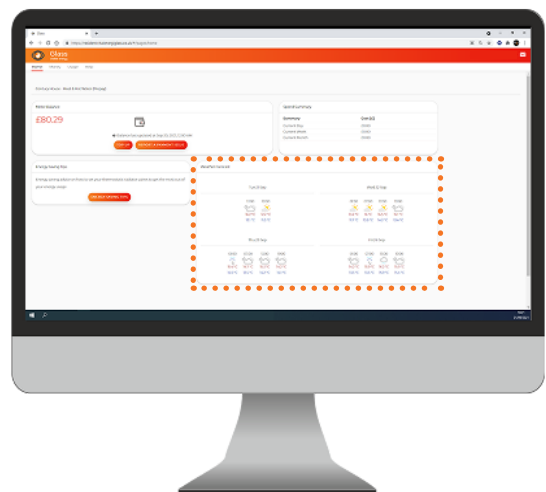
Money

The money screen provides an overview of your financial information, such as your meter or account balance, previous payments and top-up history.

Direct Debit

Both prepayment and credit billing customers can set up a Direct Debit payment through Glass. Click on the **'Set Up Direct Debit'** button to set up a Direct Debit for your account. Follow each step onscreen and input your details.

SET UP DIRECT DEBIT
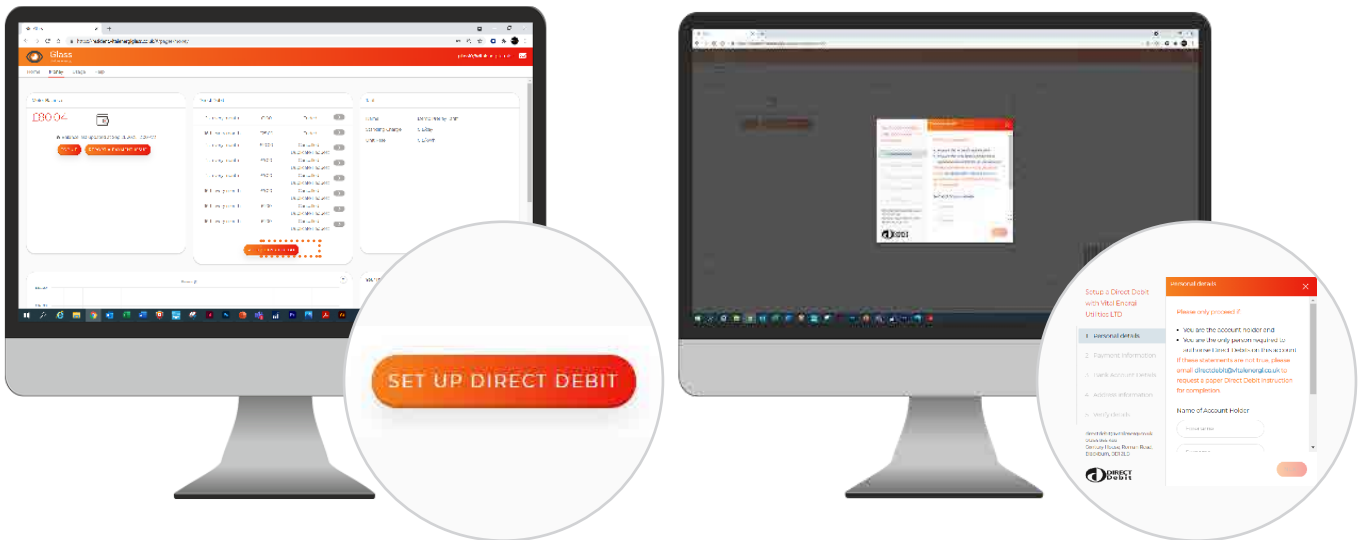
Tariff

This screen will display the tariff that you are on. This information is available to both prepayment and credit billing customers.
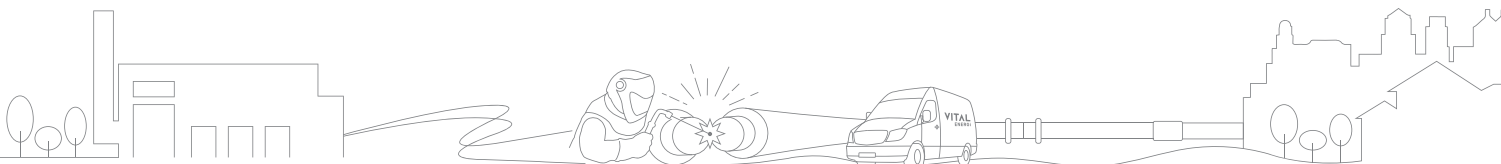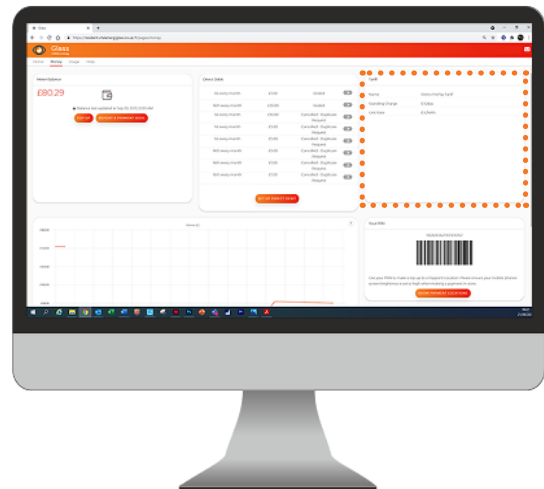
Your PRN

The PRN (barcode) is only for prepayment customers. When Glass is used on a smartphone, the barcode can be scanned at your local payment location to make a cash top- up.

Clicking on 'Show Payment Locations' will take you to the 'Payment Location' screen. Clicking on one of the locations will open Google Maps to help you find your nearest payment location.
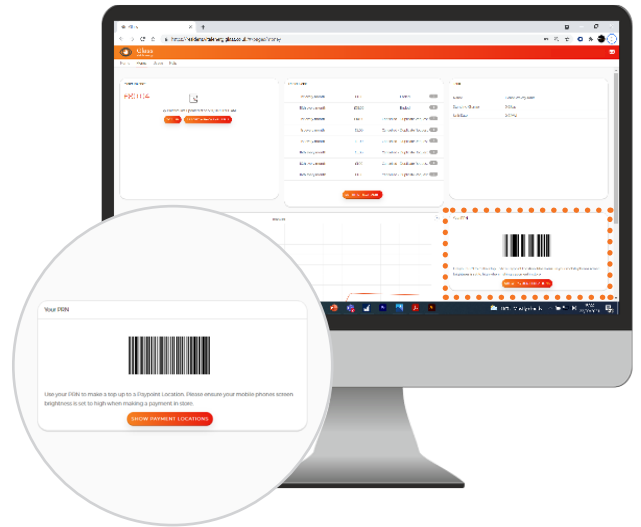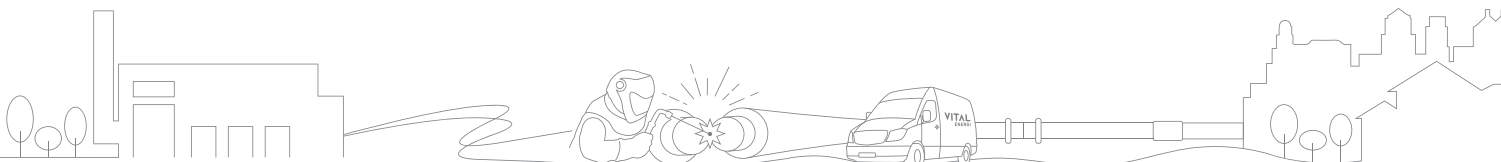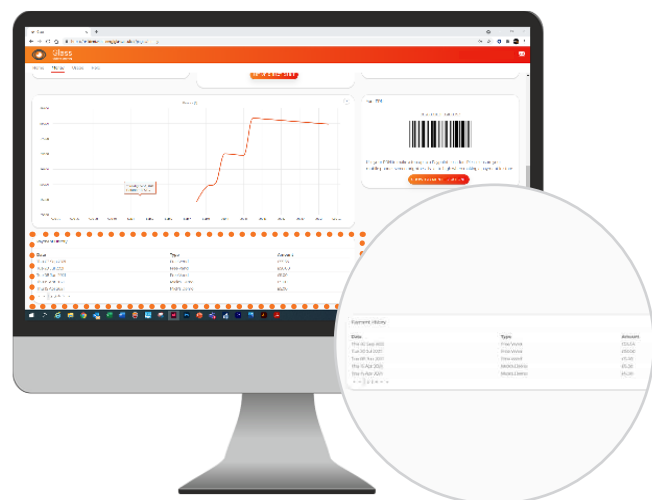
Balance Graph

This graph provides an overview of how your account balance has changed.
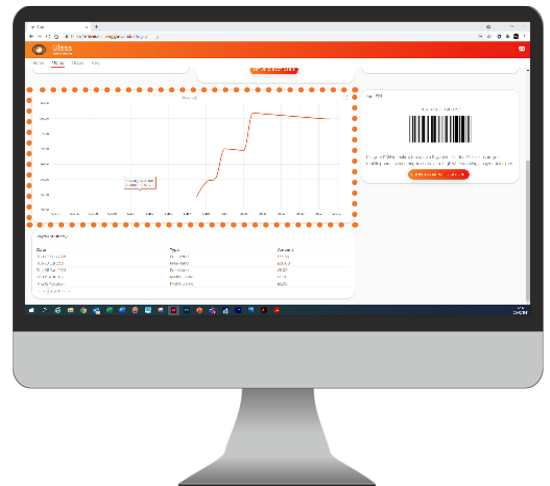
Payment History

This provides you with a list of all payments that have been made on your account. Including the **Date, Type** and **Amount.**

Usage

The usage screen of Glass allows you to look at your historical consumption and spend.
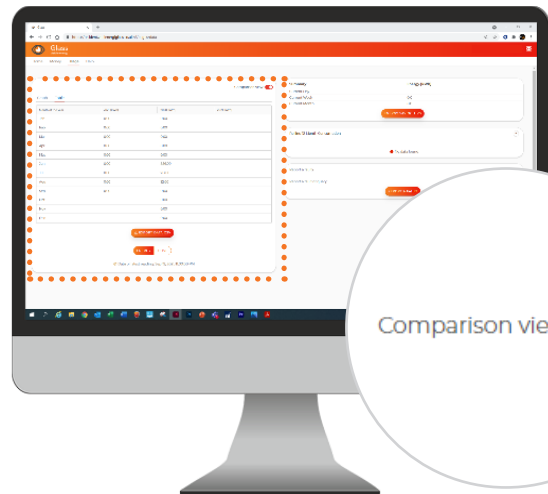
Usage Graph

Depending on your property meter type you can view your consumption over specific periods using the usage graph.
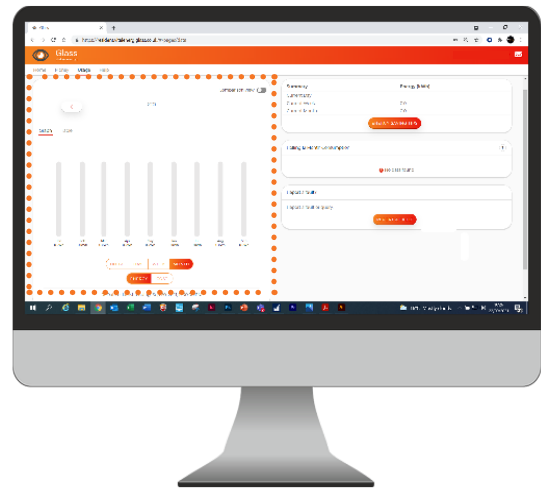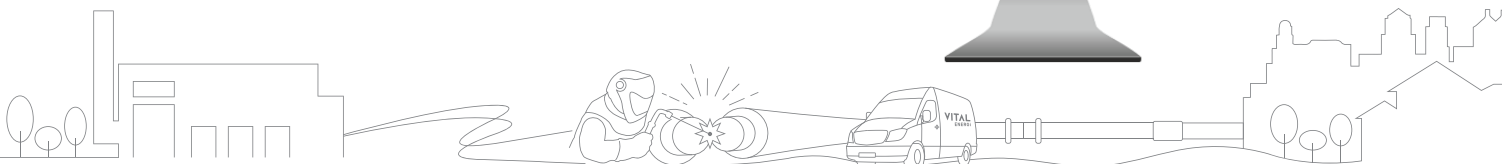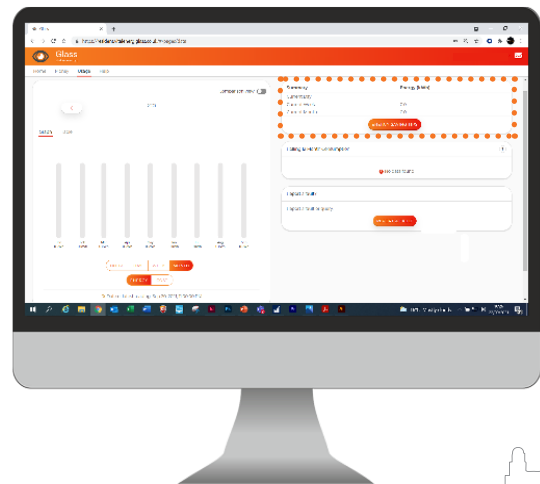
Spend Comparison

This provides you with a summary of your payments.

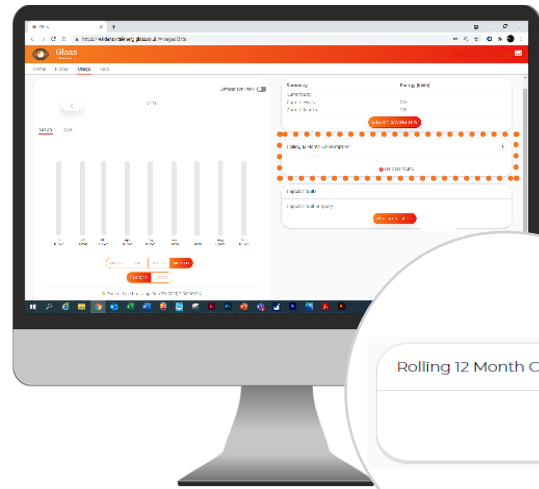You can compare energy spend on a daily, weekly or monthly basis.

Comparison view

Summary Table

Depending on your property meter type, the summary table presents your total energy consumption over specific periods.
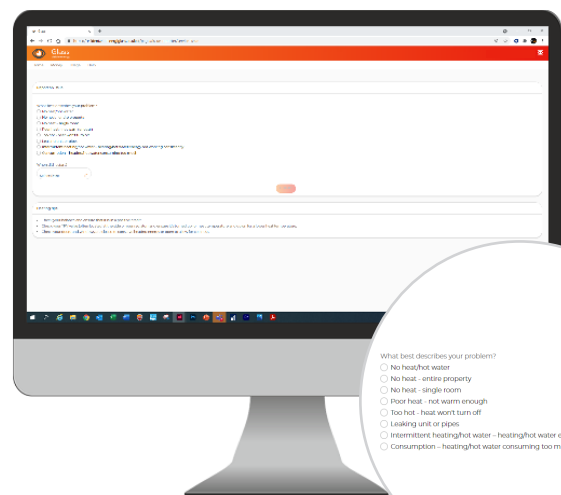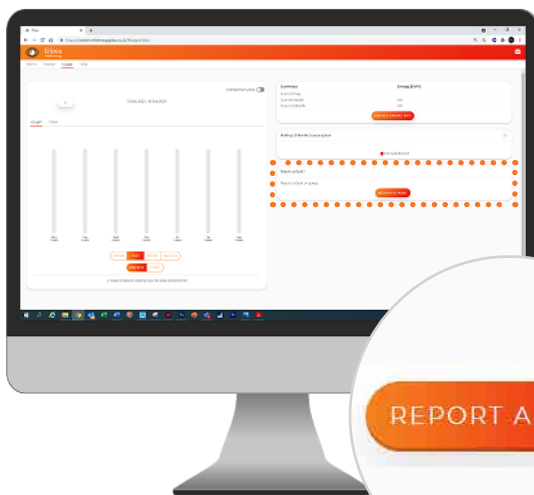
Rolling 12 Month Consumption

View your total energy consumption over the calendar year.

Rolling 12 Month Consumption

Reporting a Fault

You can report a fault or issue you are having with your service or system.

Clicking on the **'Report a Fault'** button will take you to the **'Report an Issue'** page. From here, you can select the fault or issue that is relevant to you and submit this directly to our Customer Service team, who will contact you to discuss your issue further.


REPORT A FAULT

What best describes your problem?
○ No heat/hot water
○ No heat – entire property
○ No heat – single room
○ Poor heat - not warm enough
○ Too hot - heat won't turn off
○ Leaking unit or pipes
○ Intermittent heating/hot water – heating/hot water energy not working consistently
○ Consumption – heating/hot water consuming too much
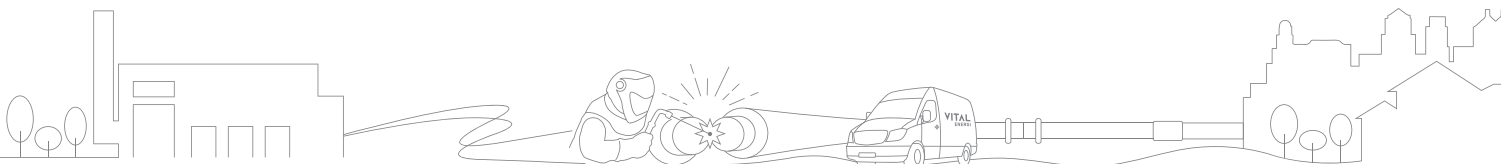
Help

The help screen provides as much information as possible to allow you to manage your account. This information includes screens on the following:
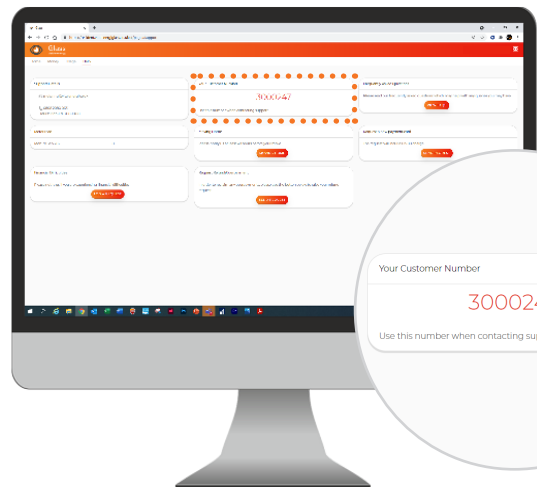
Support Details

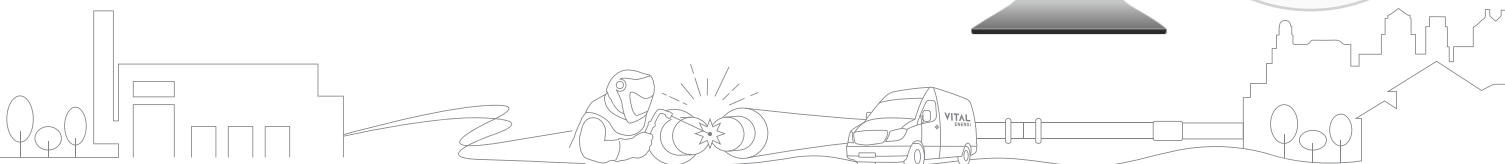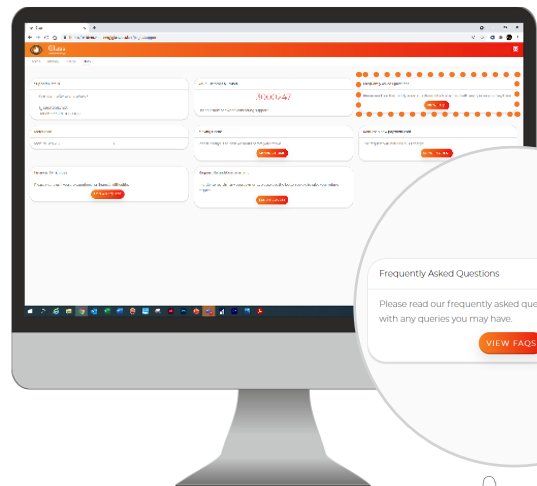Contact information for our Customer Service team.
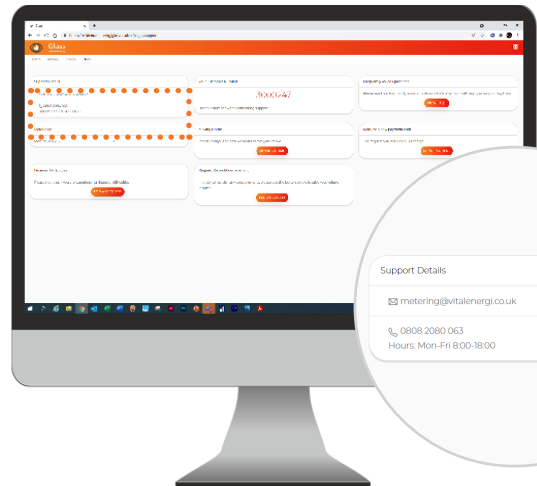
Your Customer Number

This is your unique customer number that must be referenced when you speak to our Customer Service team.
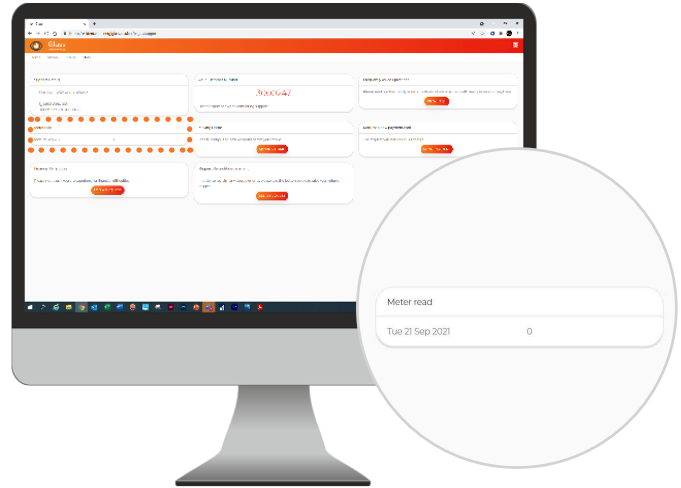
Frequently Asked Questions

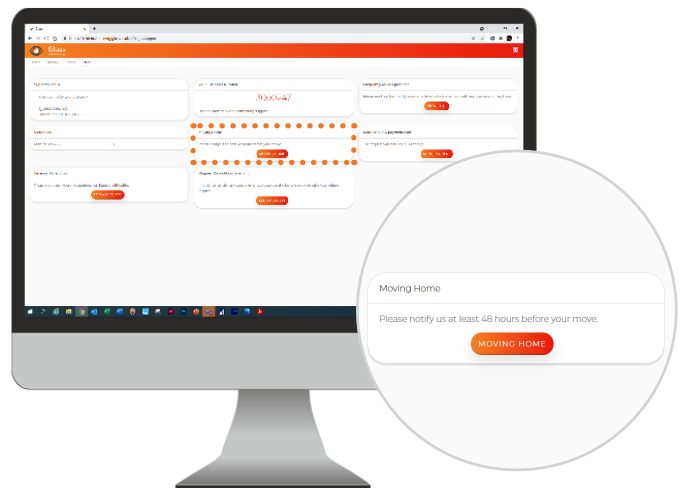We provide a range of advice to support you whilst you are a Vital Energi customer.

Meter Read

This is your most recent read from your heat meter, measured in kWh (kilowatt-hour).

Moving Home

Clicking this link and completing a short online form will notify the Customer Service team, who will be in touch with further information.
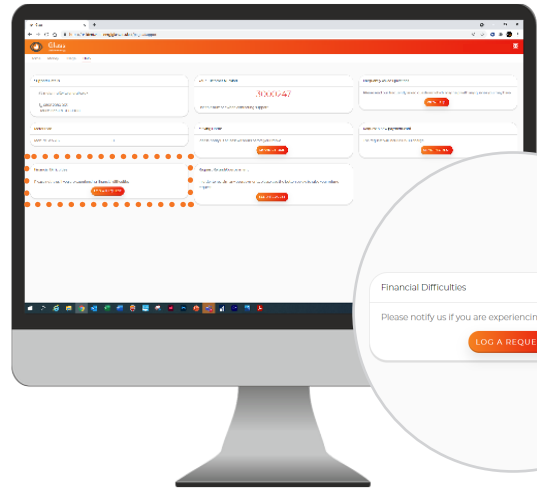
Request a New Prepayment Card

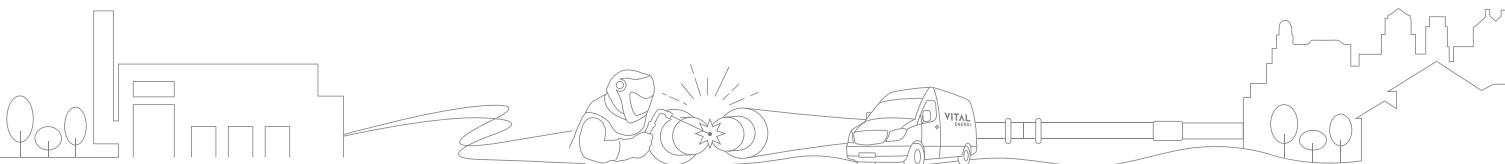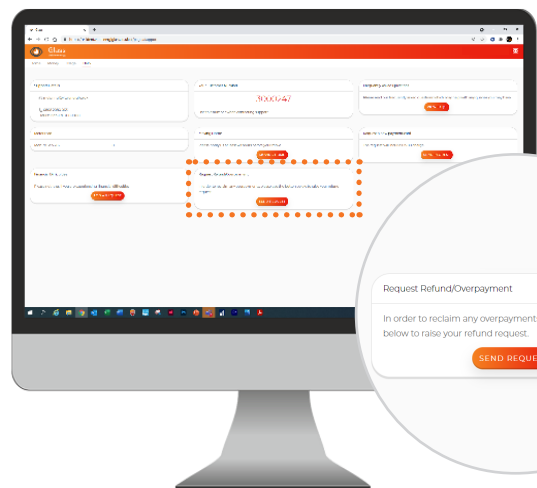This is relevant to our prepayment customers.
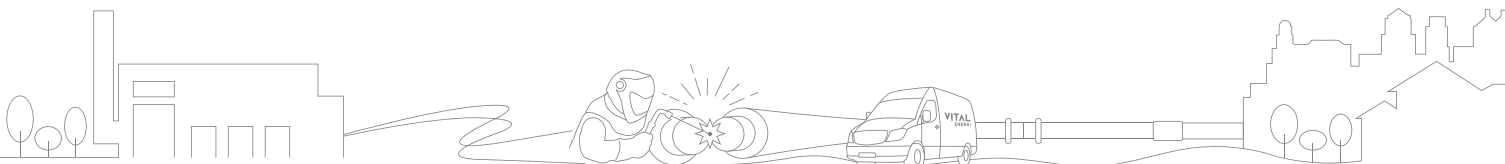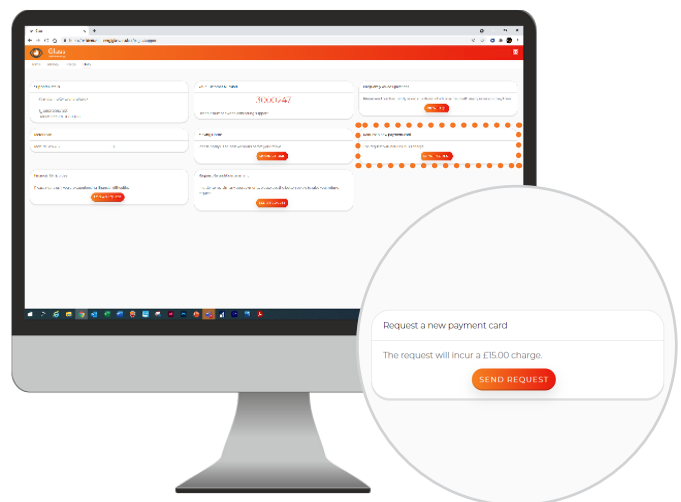
Financial Difficulties

Logging a request via this screen will notify our Customer Service team who will be in touch to discuss your situation.

Request Refund/ Overpayment

You can log a request with our Customer Service team, who will be able to advise you on this process.
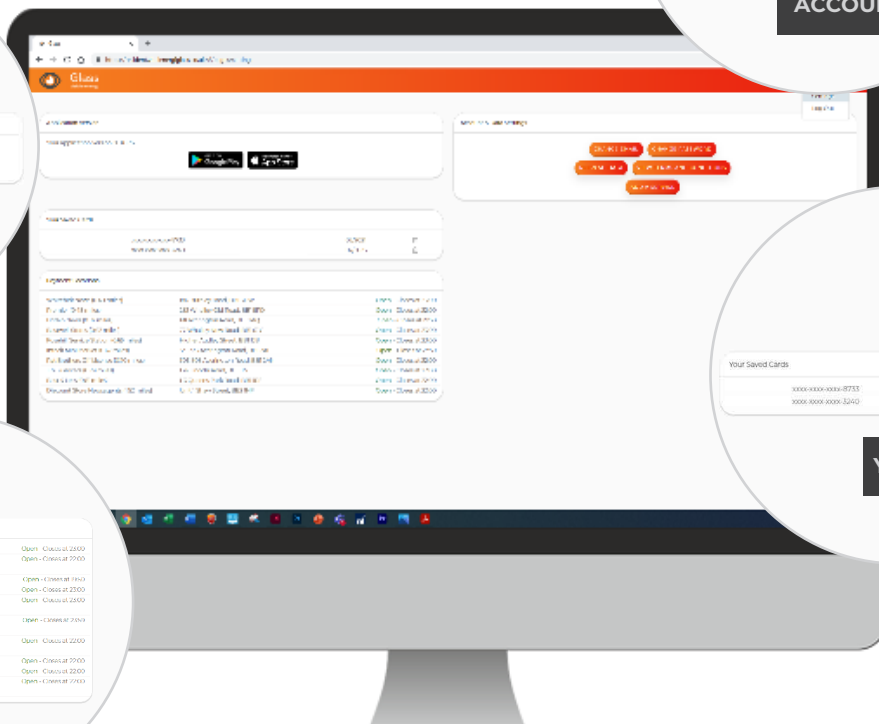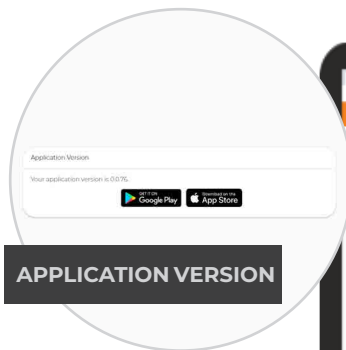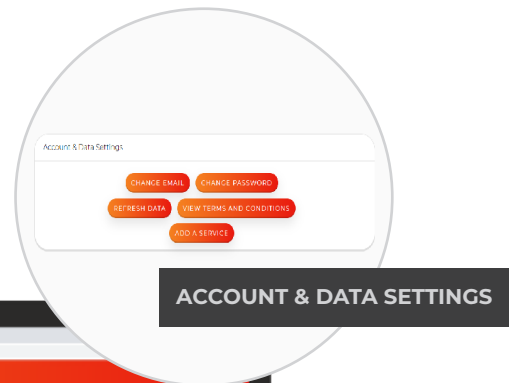
Your Inbox

In the top right-hand corner of the screen, you will see an envelope button. Clicking on this will take you to your message inbox. We will use this messaging function to contact you with important information or notify you of any issues that may affect you.
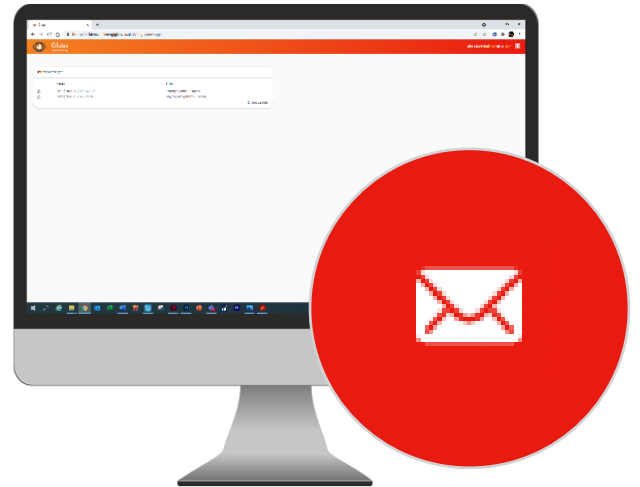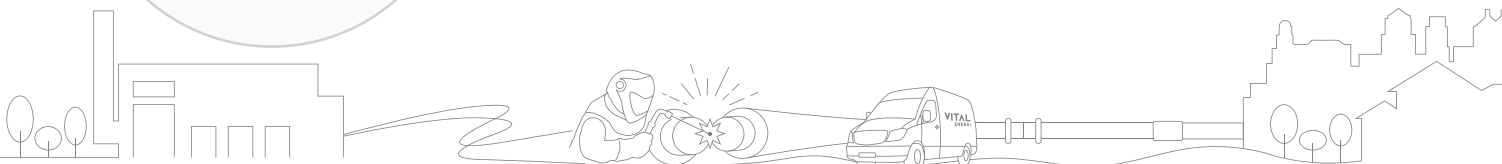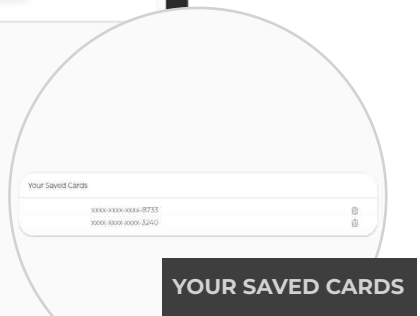
Settings

This screen allows you to view or edit certain information, such as your email address or password for your Glass account.

ACCOUNT & DATA SETTINGS

APPLICATION VERSION

YOUR SAVED CARDS

PAYMENT LOCATIONS

VITAL ENERGi

Glass
visible energy

viable sustainable energy solutions for the future

www.vitalenergi.co.uk