

FREQUENTLY ASKED QUESTIONS

Will the energy costs reported in the app exactly match my electricity bill?

Every effort has been made to ensure the Powerpal app reports costs accurately. However, the dollar amount shown in the app may not include all charges that appear on your bill, such as supply charges or discounts from your energy retailer. The costs reported by Powerpal are not a replacement for your electricity bill.

How does Powerpal store and protect my energy data?

Powerpal stores your energy data locally at your meter for 60 days and also in the app and on our cloud servers for as long as you continue to use Powerpal.

Transmission of data between Powerpal, the app and the cloud is encrypted to protect your privacy and access to your local Powerpal at your meter is protected by your pairing code. This means other Powerpal users cannot automatically connect to your meter or view the information (energy consumption, usage and cost) that is being transmitted.

Our full privacy policy is available to view at <https://www.powerpal.net/privacy-policy>.

How can I erase my historical energy data?

With the app connected to Powerpal select "Factory Reset" from the Hardware Settings menu. This will erase all data stored locally at your meter, in the app and in the cloud.

How do I change my tariff details?

Tariff details can be updated in the settings menu on the app.

Can I take Powerpal with me if I move to a new house?

Of course! For details on how to install Powerpal on a new electricity meter visit www.powerpal.net/install.

For more information on how to get the most out of your Powerpal visit:

<https://support.powerpal.net/>

TROUBLE SHOOTING

Please check the following table before contacting Powerpal support for assistance.

Problem	Possible cause	Solution
Powerpal app displays "not connected"	Smart phone is too far away from the meter or another phone is connected	Move closer to the meter and ensure that only one phone is connected
Costs reported are too high/too low	Tariff is set incorrectly	Update tariff via the settings menu in the app
Usage reported is too high/too low	Incorrect impulse factor set	Send a photo of your electricity meter to support@powerpal.net for advice

If you are unable to resolve the problem email support@powerpal.net with a full description of the issue or call us on 1300 287 909.

LIMITED PRODUCT WARRANTY

Powerpal warrants that your Powerpal-branded device shall be free from defects in materials and workmanship under normal use for a period of five (5) years from the date of installation. During this guarantee period, Powerpal will either repair or replace, at its discretion, any defective product at no charge to the owner.

For the avoidance of doubt this warranty also covers battery lifetime.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To the extent permitted by law, this Powerpal guarantee excludes liability for consequential loss or any other loss or damage caused to property or person arising from any cause whatsoever.

It also excludes defects caused by the product not being used in accordance with the instructions, accidental damage, misuse, being tampered with by unauthorised persons, improper maintenance and normal wear and tear and does not cover the cost of claiming under warranty.

If you believe your product is defective, contact Powerpal support for instructions on where to send or bring it for repair.

Powerpal Pty Ltd

Building 25, 4-12 Buckland St, Chippendale, NSW 2008
1300 287 909
support@powerpal.net



SEE YOUR POWER

Think about it. What's completely invisible, essential to our everyday lives, but can also be really, really expensive? ...Electricity!

Up until now, knowing how much power you're using and therefore how much your monthly or quarterly bill is going to be, has been pretty much down to guess work.

Powerpal is the window to your power usage, enabling you to SEE what you're using in real time, giving you real VISIBILITY for the first time so you have control over what you're spending!

It's always been there, but Powerpal makes it possible to SEE YOUR POWER.

GETTING STARTED

To get started with Powerpal first install the Powerpal app from the Apple App Store (for iPhone users) or the Google Play store (for android users).

Search for "Powerpal" and look for the Powerpal app icon:



The setup screens in the app will explain the steps required to connect your phone to Powerpal.

IMPORTANT: Powerpal is secured with a 6-digit pairing code to ensure only you can see your energy data.

Your pairing code can be found on the welcome card included with your installation pack. Please keep this card safe as you will need your pin-code to reconnect to Powerpal if you need to reinstall the app.

HOW DOES IT WORK?

Powerpal uses a long range Bluetooth connection to send your energy data wirelessly from your electricity meter to an app on your smart phone.



Powerpal will connect to your smart phone automatically whenever it is within Bluetooth range of your electricity meter – this is typically between 50m and 100m depending on the construction of your home.

The Powerpal app shows you in a simple visual way how your home is using energy day to day. The numbers at the centre of the screen show the current energy use of your home in both watts and cost per hour and will change in near real time as you turn on and off appliances.

The background colour of the app will also change based on the current level of energy use in your home – blue/green for low energy use, amber for moderate energy use and red for high energy use.

This can be helpful to understand how much energy the different appliances in your home consume and how much they cost to run.

For example, to see how much it costs to run the air conditioner you can simply open the Powerpal app, turn on the A/C and watch how much the energy usage increases. This works for any appliance in your home – the heater, the oven, the kettle, you name it Powerpal can monitor it! You may be surprised how much energy different appliances consume and how much they cost to run.

SEE THE TIMES YOU USE MOST ENERGY

The Powerpal app displays an "energy clock" which keeps track of how energy is being used in your home throughout each day. Times when energy usage has been highest during the day will show up as a spike on the energy clock. These spikes correspond with times when one or more high-load energy appliance has been running in your home.

By reviewing the times when energy use has been high and considering the appliances that were being used at those times you can better understand how using different appliances contributes to your power bill. This can help you to make more informed choices about how you want to use energy in your home.

USE POWERPAL TO SAVE ON YOUR ENERGY BILLS

Use the energy clock to watch out for energy being used at unexpected times, such as during the night when everyone is sleeping. Simply turning off "always on" appliances (such as games consoles and computers) when no-one is using them can have a big impact on your energy bills.

If your energy plan has off-peak and peak periods, the peak period will be highlighted in red on the energy clock. Charges for energy used during the peak time can be substantially higher than during the off-peak period, so using high load appliances outside of the peak period can help to reduce your bill.

If you have solar panels installed on your home the Powerpal app may display zero usage during the middle part of the day. This means all your power needs are being satisfied by your solar panels. This is a great time to run any discretionary appliances (such as the dishwasher or the washing machine) to use up any spare solar energy.

Powerpal is also constantly searching for ways to save you money and will alert you to actions you can take to further reduce your bill, such as changing to a different energy plan or upgrading inefficient appliances. Check for these in the Challenges and Guidance sections of the app.