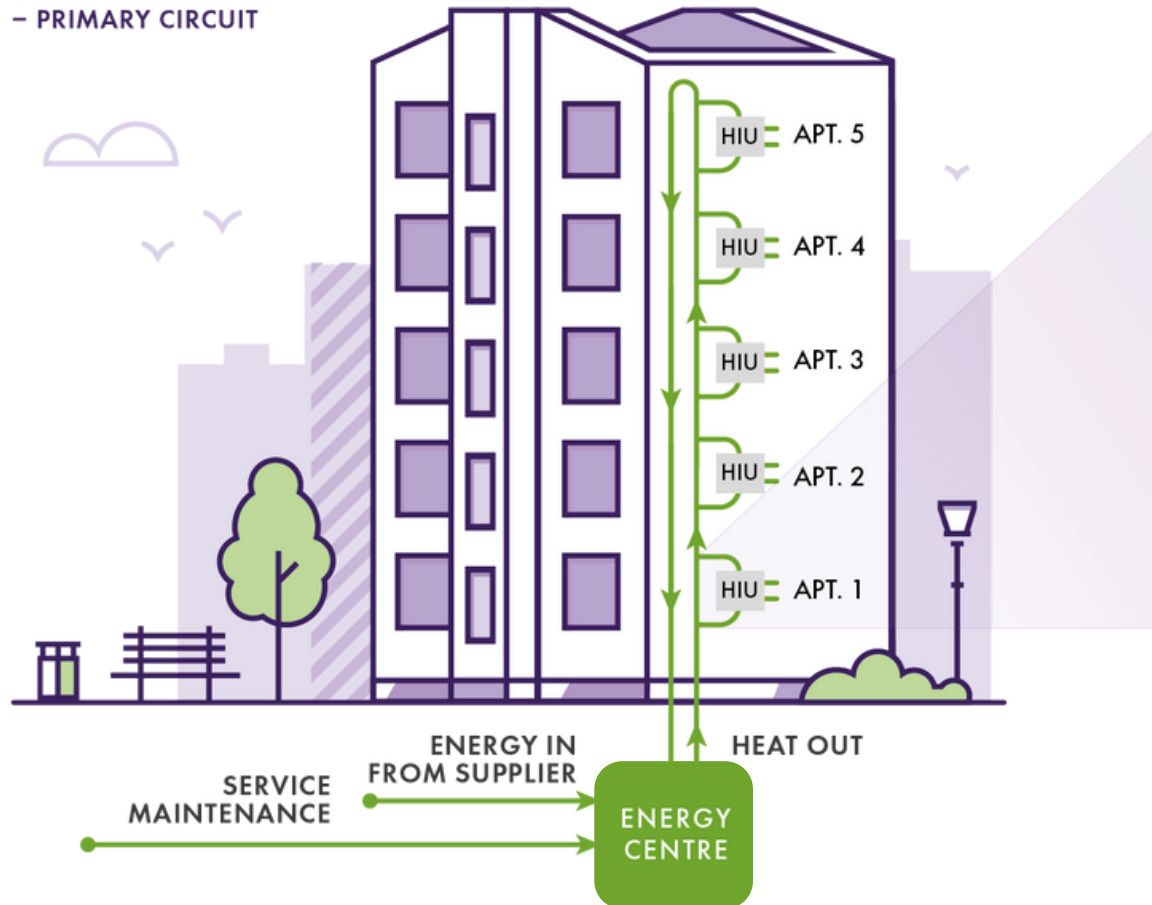


iKnoWatt

Your Prepayment Solution  
User Portal / Payment Guide



## THE BUILDING - PRIMARY CIRCUIT



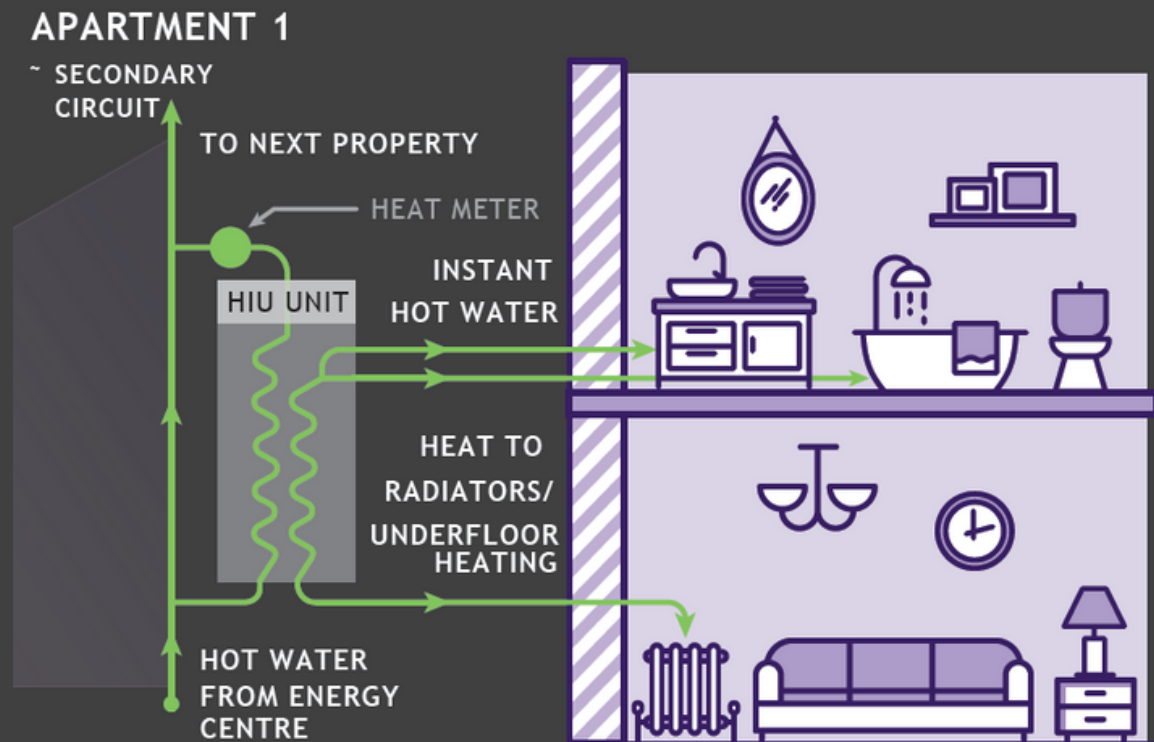
## What is a heat network?

Heat networks are a low-carbon solution for supplying heat and hot water to large apartment blocks and play a key role in the UK's transition to net zero. These systems offer a wealth of financial, social and environmental benefits, allowing you access to heat and hot water instantly, whenever you need it.

## How does it work?

Heat is generated in a central location (i.e. basement energy centre) and distributed to each apartment through a network of pipes known as the primary circuit. Instead of individual gas boilers, each apartment is fitted with a Heat Interface Unit (HIU), which transfers heat from the primary circuit to the secondary circuit within your home.

The secondary circuit is a network of pipes supplying space heating and hot water. Your HIU is fitted with a heat meter which accurately records the amount of energy each apartment extracts from the primary circuit.



## The iKnoWatt Solution

Your apartment has the added facility of iKnoWatt, allowing you the ability to only pay for what you use.

Designed to work specifically with heat networks, iKnoWatt is a prepayment solution providing twoway communication between the resident and Heat Supplier.

Acting as a hub within the home, iKnoWatt provides complete control over budgeting and managing energy consumption.

You won't receive paper invoices and you're only required to top up as and when you need to.

- No paper
- No direct debit
- No estimated bills





## iKnowWatt User Portal

Our easy to use portal provides complete control over budgeting and managing energy consumption. Accessed anywhere, from any device, the iKnowWatt Portal allows you to:

- View real-time usage and 12 months of consumption history
- Review your energy spend and current balance
- Find information on your tariff
- Make a payment
- Set alerts for when you've consumed over a certain amount, or if you're low on credit

You can access our iKnowWatt Portal at:  
[customer.dataenergy.co.uk](https://customer.dataenergy.co.uk)

# Frequently Asked Questions

## How can I pay?

### **PayPoint In Store:**

You will be provided with a prepayment card which can be used across numerous retail outlets facilitating PayPoint. No registration is required, and your card will be ready to use straight away.

### **iKnoWatt Online Portal:**

You will be provided with a PayPoint reference number and pin which will allow access to your online account, where you can top up, view your balance and track your payment history.

Access our iKnoWatt Portal at:  
[customer.dataenergy.co.uk](http://customer.dataenergy.co.uk)

### **QR Code:**

You can scan the QR code on your Meter with your phone, which will take you directly to the payment section of our online portal.

## What if I move home?

It's important you notify us when moving home so we can close your account and refund any existing credit to your bank account.

Please contact our Customer Care team to notify us of your move and request a refund.

## What if I can't top up?

If you unexpectedly find yourself running out of credit, there's no need to panic.

When you reach £0, your emergency credit will automatically activate.

If you exceed your emergency credit limit, your supply will be isolated and you will no longer receive access to heat or hot water. In this instance, you will need to make a top up to resume supply.

## What if my meter is faulty?

If there's no heat or hot water supply to your flat, please firstly check that your account is in credit.

If your balance is negative or reflects £0, you will need to top up to resume supply.

If your account is in credit and you suspect your Heat Interface Unit (HIU) is faulty, please contact your landlord.

We are unable to help with HIU issues and your landlord will need to arrange a resolution with the company responsible for maintaining these units.

Call our team on **01279 810 119**  
Monday - Friday, 9am - 4pm



We're here to help. If you experience any issues or require support, please find some helpful advice at our Residents Hub. Here, you can access our dedicated Customer Care team through the Help Centre, who are on hand to take billing queries and explain tariffs. Please contact us via:

**W** [dataenergy.co.uk/residents](https://dataenergy.co.uk/residents)

**T** 01279 810 119

[dataenergy.co.uk](https://dataenergy.co.uk)