



VTherm^o IN-HOME DISPLAY

User Guide

2026 - 2027

vThermⁱ



VITAL ENERGI UTILITIES LTD



Your vTherm^o In-Home Display (IHD)

vTherm^o In-Home Display is a Vital Energi Smart Metering Pay-As-You-Go solution for the measurement and better control of energy usage within your home.

With the vTherm^o In Home Display you can:

Manage your account

- View your energy consumption
- View energy spend (£)
- View payment card number, tariff information and debt balances

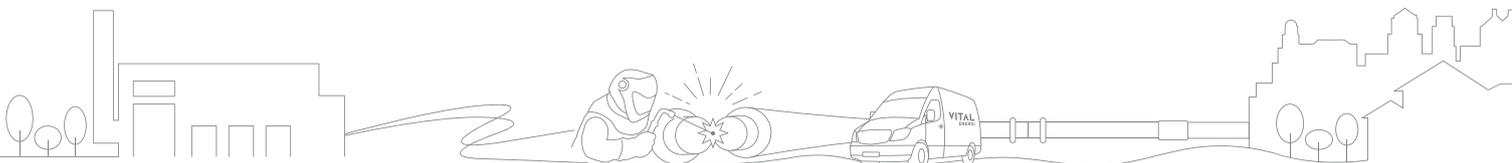
Control your heating

- Schedule your heating
- Access to energy advice

Getting started

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Help? If you need help using your vTherm^o IHD, please contact our Customer Service team on **0808 156 0016** or email: metering@vitalcommunityenergi.co.uk





Introducing your vTherm^o In-Home Display (IHD)

The vTherm^o In-Home Display shows the energy collected from your vTherm^o Heat Interface Unit. The information is processed through the heat interface unit and is shown on the in-home display LCD screen. The vTherm^o In-Home Display (IHD) connects wirelessly with your energy meter through a Bluetooth connection. The in-home display (IHD) receives and displays messages from Vital Energi such as alerts relating to your account, energy and heat usage.

When you move into your property, your vTherm^o In-Home Display (IHD) will already be set up by Vital Energi and linked to your prepayment account ready for you to use.

Your vTherm^o In-Home Display (IHD) will look similar to the picture below. To ensure best connection between the unit and the HIU, we recommend to keep the unit powered in mains at all times in the the plug that is located in the closest proximity from the HIU. Your HIU is placed in the service cupboard outside of your property. It is mains powered and battery operated:

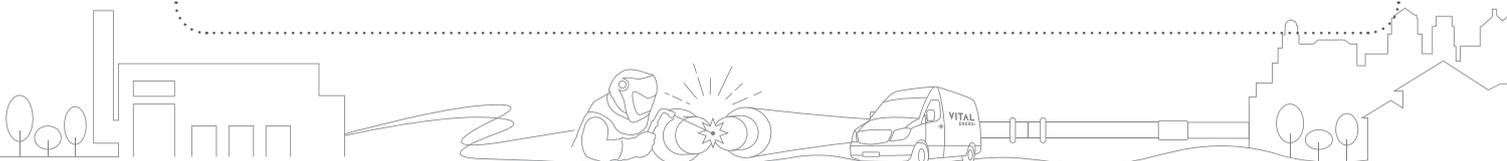


vTherm^o In Home Display

Only use this unit for the purpose it is intended for:

- Do not use sharp objects on the display as it could be damaged.
- Do not put the unit in any liquids and keep it away from heat generating sources or area of high moisture.
- Excessive impact or shock could damage the unit. If the display is damaged avoid touching the liquid crystal inside it as it could cause skin irritation. If irritation occurs please seek medical advice.

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Home

The home screen enables you to view your current balance, usage, meter readings and temperature status, meaning you stay informed and in control.

Current Balance

You can view your meter balance here.



Current Usage

You can view the energy you using now here.



Your Meter Reading

You can view your meter reading here.



Your Heating Status & Temperature

You can see if your heating is on or off and what temperature your heating is set to here.





Consumption

The consumption screen provides an overview of your usage information. Select 'Current Consumption' on the home screen to access to the consumption screen.

Usage in the last 30 minutes

You can view your usage in the last 30 minutes here.



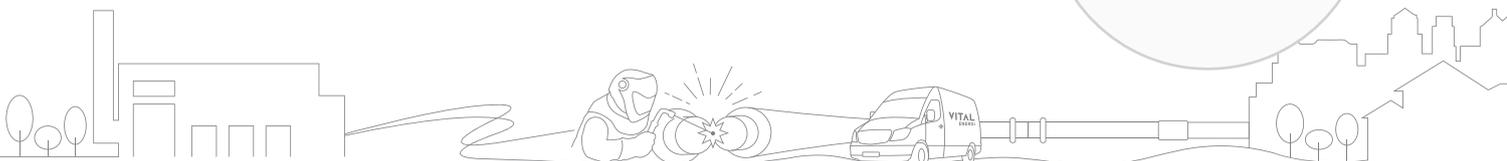
Today's Usage

You can view today's usage by clicking here.



Weekly Usage

You can view your weekly usage by clicking here.





Monthly Usage

You can view your monthly usage by clicking here.





Topping Up & Emergency Credit (For Pay-As-You-Go Customers)

The 'Top up' screen enables you to manually top up and access emergency credit should you need it.

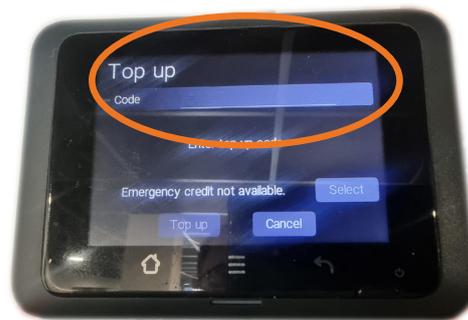
Topping Up

You can to pay for your heat or energy by choosing any of the payment options listed on page 7.

If your payment has not been received by your meter within 15 minutes, then you can manually input the power code/vend code into your meter account. You need to have your energy payment receipt to do this.

Select 'Meter Balance' on the home screen to navigate to enter your top up vend code. This will take you to the screen where you can top-up manually.

On the top up screen, select 'Code' and enter the numeric powercode/vend code printed on your payment receipt. This will be a 20 - 60 digit code.



Emergency Credit

For those times when you may be running a little low on credit, the vTherm^o In-Home Display will notify you and give the option of accessing £10 of Emergency Credit, buying you a little more time.

Click here on 'Select' to activate.

Any Emergency Credit used will then be deducted from your payment when you next top up.





Payment Options

How do I top up my meter?

There are multiple ways to top up:

- **Glass App:** If you are in a Glass-enabled property you can top up your meter using Glass visit Glass App & Portal page for details
- **PayPoint:** You can take your Prepayment Card to any PayPoint outlet and make a payment by cash. Please note: There may be a charge for using your debit/credit card. To register on PayPoint simply visit:
vitalenergipayments.paypoint.com/energy
Your nearest PayPoint outlets can be found on the PayPoint website:
www.paypoint.com/en-gb. All stores should display the PayPoint logo.
Online: You can log on to: **https://vitalenergipayments.paypoint.com/energy** to make single payments by credit or debit card.
- **Telephone:** Call our automated top up line on 0808 156 0016 and make a payment via credit or debit card.
- **Direct Debit:** You can set up a Direct Debit to pay a fixed amount of credit onto your vTherm In-Home Display meter each month. To do this you will need to request a Direct Debit mandate, this must be completed and returned either by post or by email to **support@vitalcommunityenergi.co.uk** If you pay by direct debit it can take up to 5 days for the money to be applied to your meter after it has left your bank account. Please note that payments taken from your account will be under Vital Energi Utilities Limited.

How much can I top up?

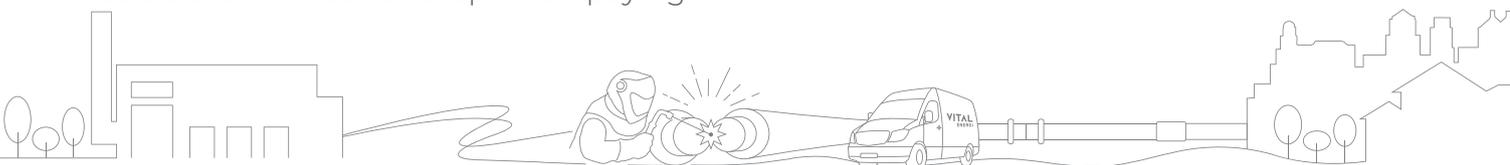
You can top up in full £5 increments.

How long will my top-up take to reach my meter?

Top-ups usually arrive within 20 minutes. This may vary depending on the mobile signal around your property and the payment method you have used. If you have paid by Direct Debit, it can take up to 5 days for the money to be applied to your meter after it has left your bank account. You can prepay an unlimited amount of credit onto your meter through a number of methods including:

- **Telephone:** You can call Vital Community Energi on 0808 156 0016 and make a payment by credit card or debit card.
- **Direct Debit:** You can setup a Direct Debit to pay a fixed amount of credit onto your meter each month. To do this, call us on 0808 156 0016.
- **PayPoint:** You can take your smart card to any PayPoint outlet and make a payment using cash to top up. There is an additional cost of £15.00 per replacement card.

All our payment options are compliant with the Financial Conduct Authority (FCA). 3D Secure is also embedded. For added security customers will need to complete an additional verification step when paying.



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viable sustainable energy solutions for the future



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