

# Customer Guide

Upon choosing or being allocated your pitch/berth you will see a Metpow sticker placed on the electricity box (this sticker is Metpow Green & contains a QR code).

Your chosen electrical sockets electricity will be switched off. Let's get this turned on!

## PLEASE FOLLOW THE BELOW SIMPLE STEPS:

1. Download the iOS or Android app by visiting the app store
2. Create a Metpow account
3. Scan the sockets Metpow QR code
4. In the app select the free socket you have plugged into (example, socket 1, 2, 3, 4).  
Note: The pitch or berth you are using may only have one socket, however, it may have multiple.
5. Review and accept the socket details (pence per kWh, fair use policy which means how much free electricity has been allocated to you per day/stay & method of charge, please see method of charge information in '8 below')
6. Select & confirm stay duration (day of departure). Note: Leaving time on your last day will be fixed at 10am for example.
7. Add bank card to your account/stay – Please see payment information in '8' below
8. Top up your Metpow Wallet or Accept Pre-Authorisation.

Metpow have x2 ways to pay for your electricity, Wallet top up or pay as you go via a simple card pre authorisation

i. **Wallet top up:** If the site you are staying at has selected the wallet feature you will be asked to top up your Metpow wallet. Metpow will suggest by how much you should top up the wallet, this is based on your stay duration and cost per kWh. You will be able to top up your wallet at any time in the app and you will receive 'low wallet funds' notifications via email as your wallet is depleted.

ii. **Pre Authorisation (PAYG):** If the site you are staying at has selected this method of payment, the card you have added will have money ring fenced equal to the duration of your stay, this will range from 30p-£2 per 24 hours of your stay. Example: 5 days could see £10 ringfenced in your bank account. All unspent funds will be released when your stay ends.

9. Once you have funded your stay your electricity will turn on and your stay will begin.
10. Review your electricity usage via the Metpow app home screen and 'pause/un pause' your electricity if required.
11. If you are leaving earlier than planned, please remember to end your stay in the Metpow App.

