

# sero life

Our Home Comforts service



## Cardiff based contact center

We have a dedicated team with intricate knowledge of the homes that can set heating and hot water schedules remotely.

We're also on hand should any issues arise within the homes.

You can email us, pick up the phone or even opt for a video call.



# sero life

## Save you money

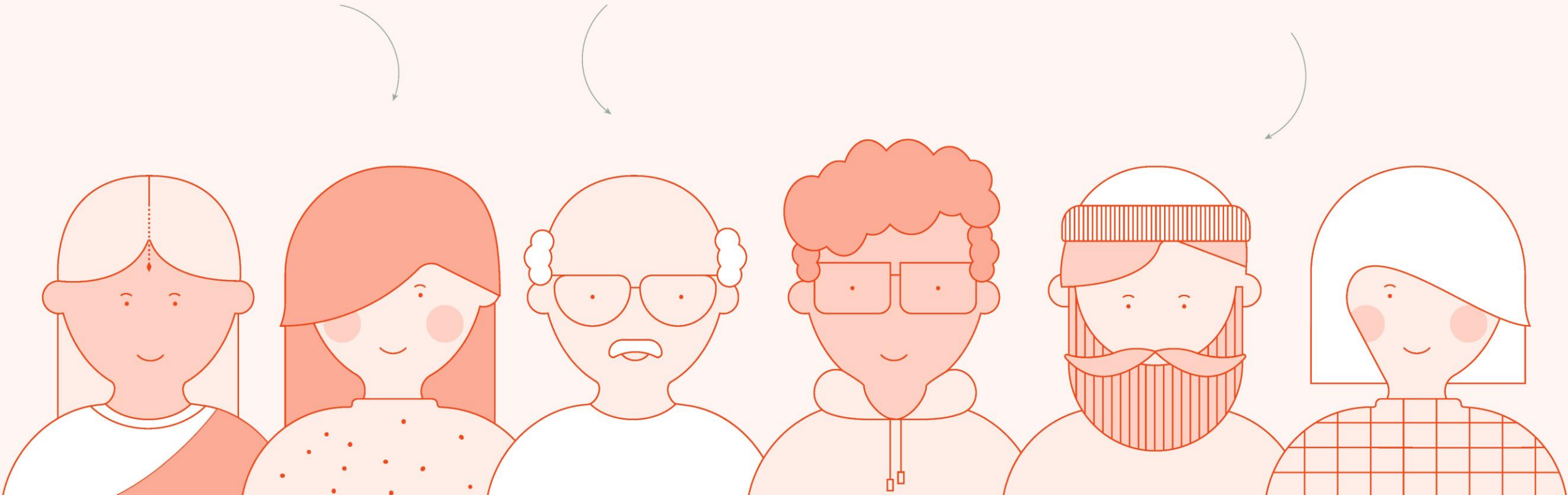
We're on your side to save you money – with Sero, you're part of a community. We bulk buy electricity for everyone at the cheapest times of the day or night, and then pass all of that saving through to you. We just charge you a simple fixed cost which is a lot less than the savings we create for you.

## Save you time

Our clever systems give you complete control of your home, whether on the App, website or phone. You tell us your preferences; we do the rest. Over time our system will adapt to how and when you use energy, creating a bespoke energy plan for how you live in your home.

## Save our planet

With our help, your home is supporting you to 'do your bit' to fight the climate emergency. We've already made your home low energy and it's "zero carbon ready" too – that means it will cause less and less carbon emissions over time as the electricity network has more renewable energy connected to it.

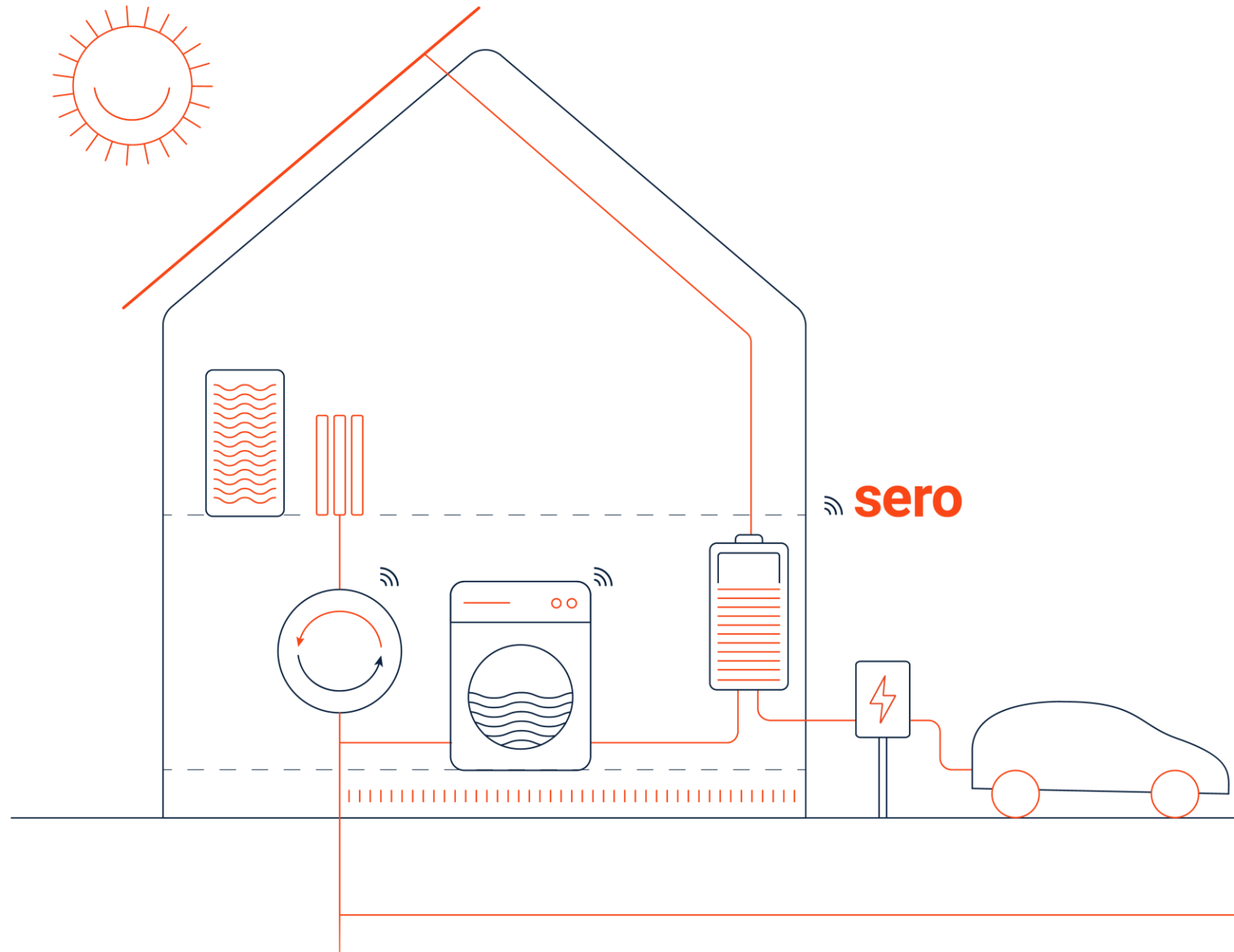


# How your home works

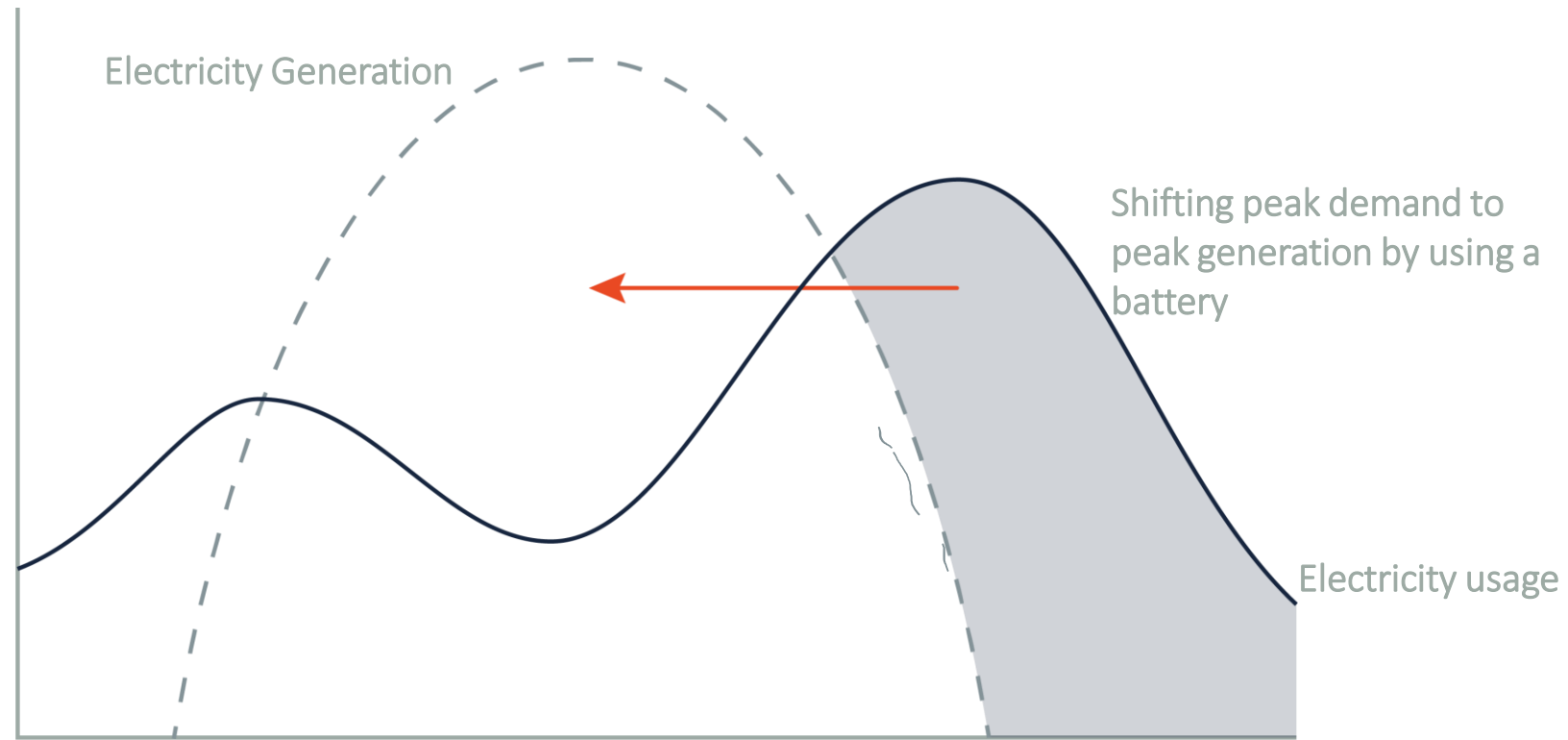
## Savings built in to your home

Your home is built to a higher standard than an average home, which means with a few changes as to how you control your heating and hot water, you can make big savings

- Think about when you want to be comfortable, not when you want the heating to be on
- Getting your schedule right is the most important thing
- Things will get hotter (and cooler) more slowly



# seroenergy Optimisation



## We Look Where You're Going

If you are expected to need power at expensive or high emission times, we search for earlier times that day that are cheaper or lower carbon.

We collect and store that energy ahead of the anticipated demand, meaning when the resident uses that energy, they're not paying through the nose for it.

## Optimise Your Way

Our customers get the choice of what we hunt for – lowest price or lowest carbon.

We work with low carbon Regulated Suppliers, but our customers can choose to optimise on either price or carbon emissions.

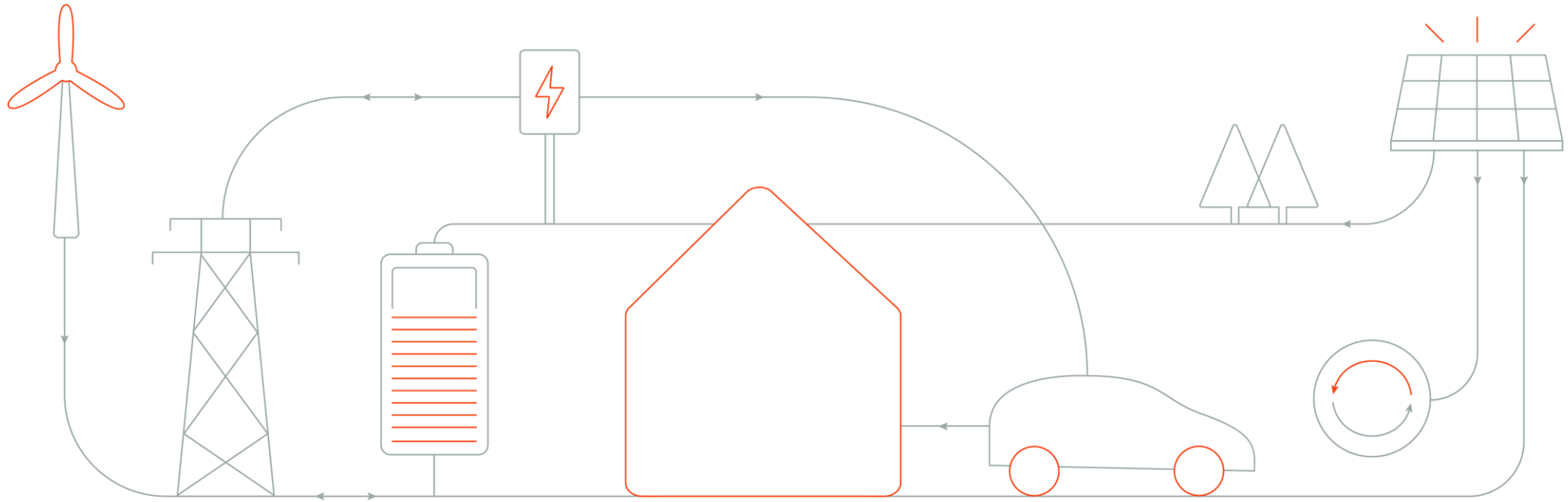
## Without Lifting a Finger

The optimisation of our homes is automatic; we directly control the equipment in the homes to implement the best outcomes.

This means most residents won't even notice. The kettle boils, the TV goes on. Life carries on as before.

But now it's powered by the lowest carbon, lowest priced electricity we can find.

# What we need to make the magic happen...



## A few details about how you live your life

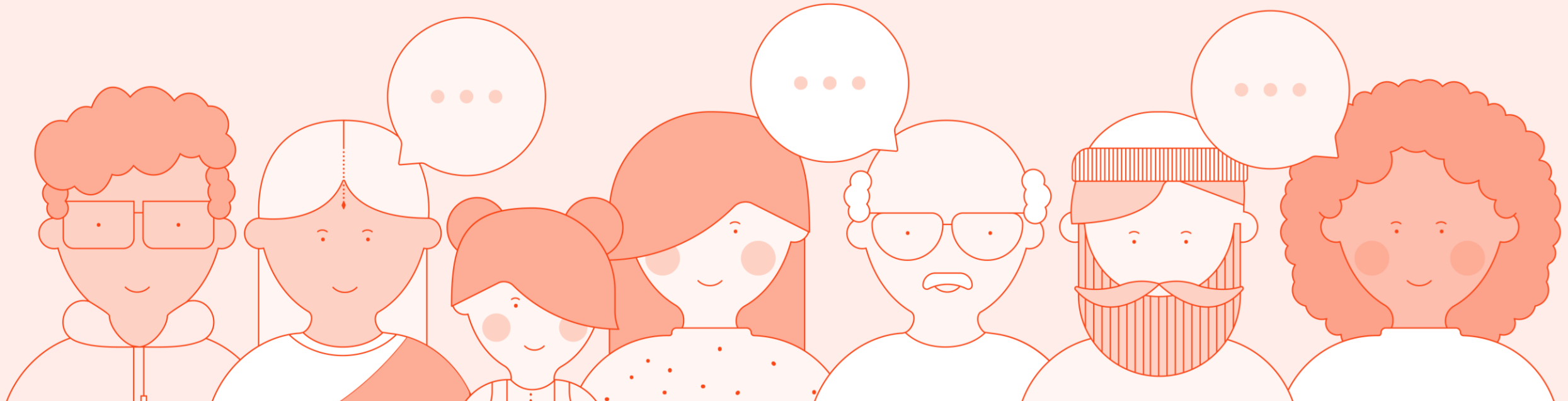
When you join Sero life we will ask for some information such as, how many people live within the home, what the daily routine looks like and what comfort feels like to them. We use this information to set up the home's energy system so it's ready go from day 1.

## And that's it

We do the rest! (well a very clever computer does really) The closer we can get the schedule to their lifestyle, the more money and carbon they save. Customers can make changes at any time; if they just want the room they are in to be a bit warmer that's no problem but the fewer changes they make the better we can be at sourcing the cheapest, greenest energy.

**sero**life

# Using the Sero Life App



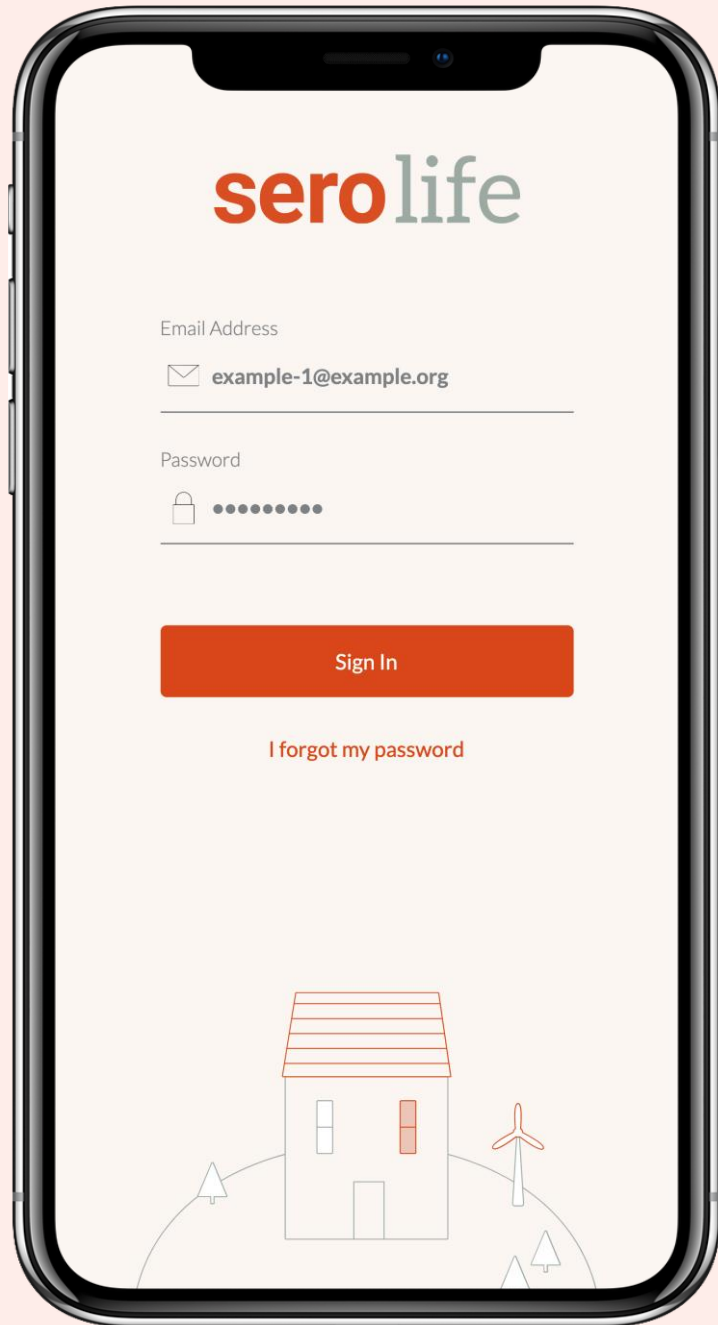


## Welcome home

This guide is designed to show you around the app you can use to control your comfort

Before you get started, one of our energy experts will capture a few basic details about your routines so your home will be ready for the day you move in

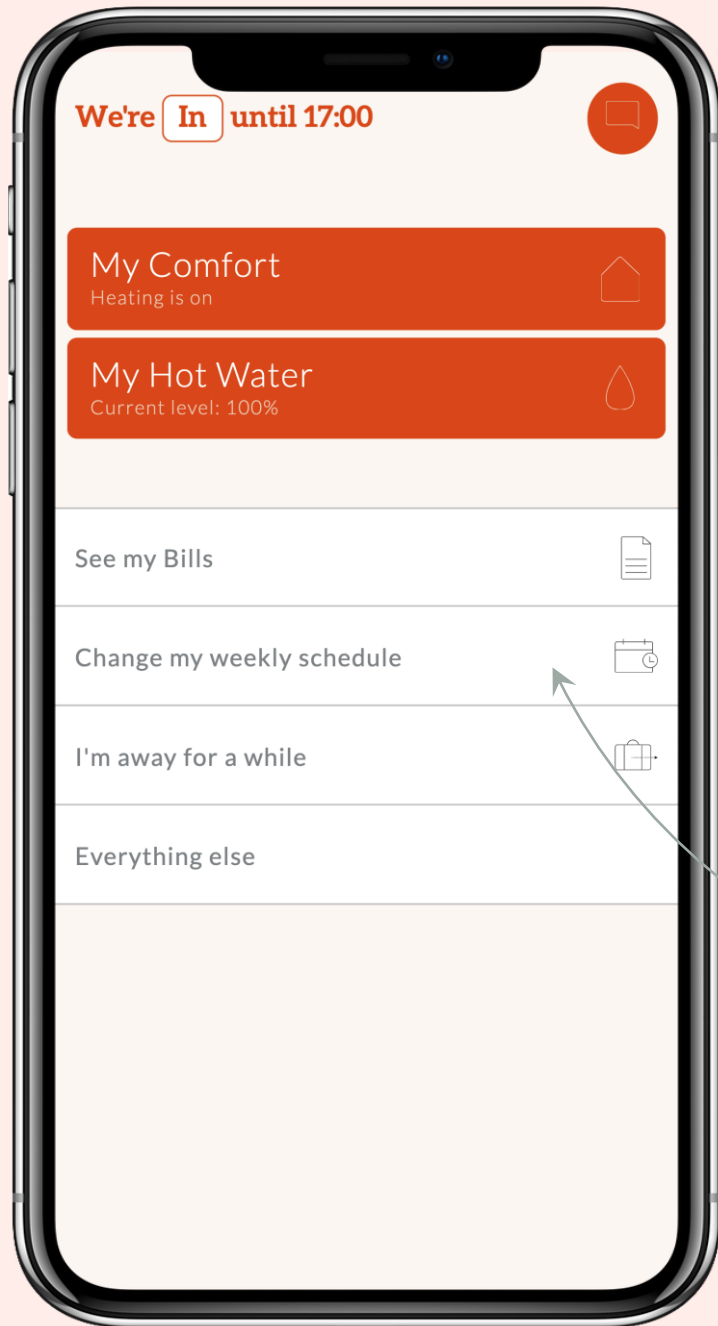




## Log in

Your username will be the email address you used to set up your account

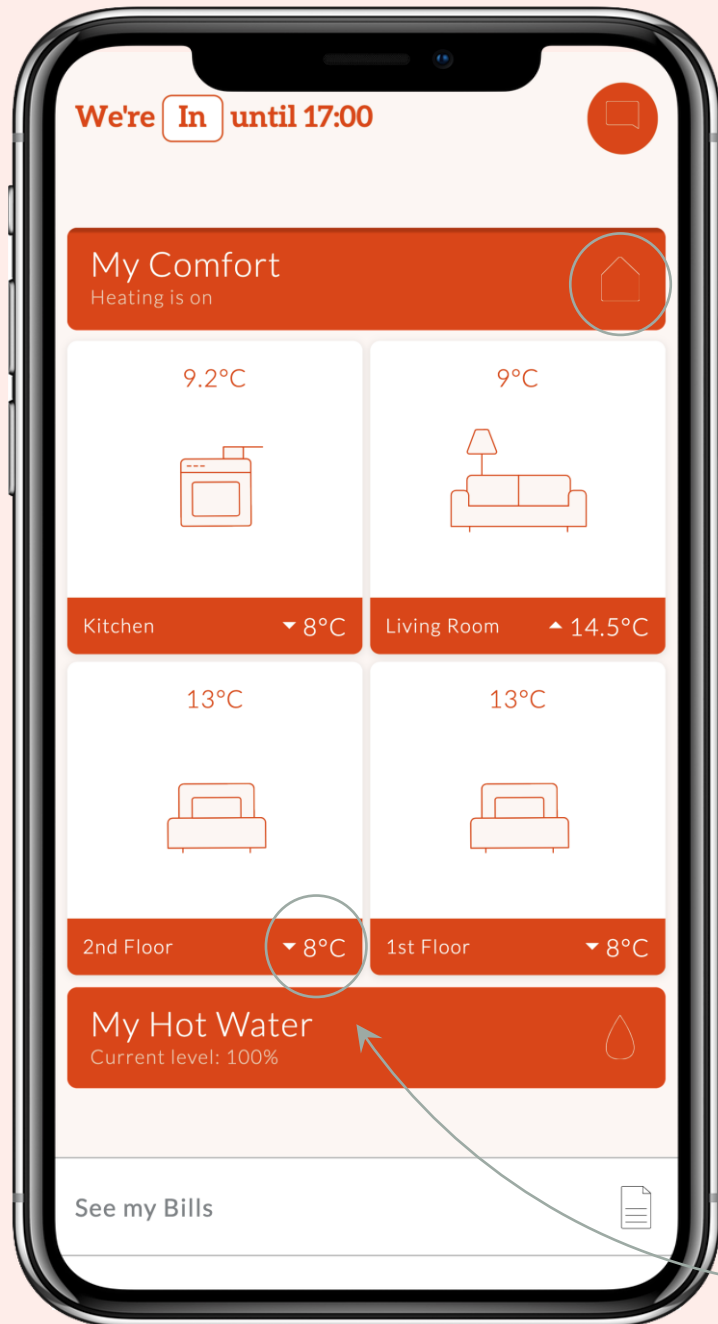
We will send you a password that you can use, but you can change it, any time you like on this screen



## Your Home Screen

From here you can control your comfort

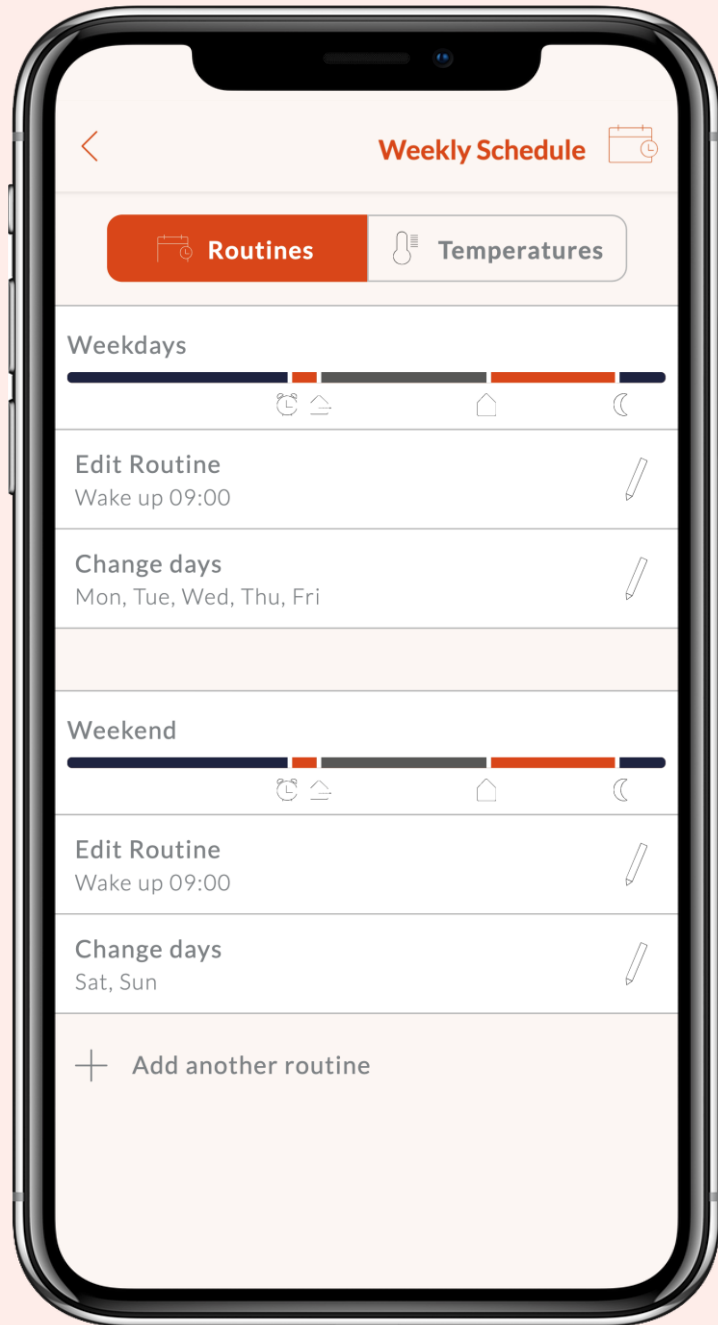
Plus change your schedule, view your bills or set up your home for a holiday



## Open the My Comfort Folder to see what's what in your home

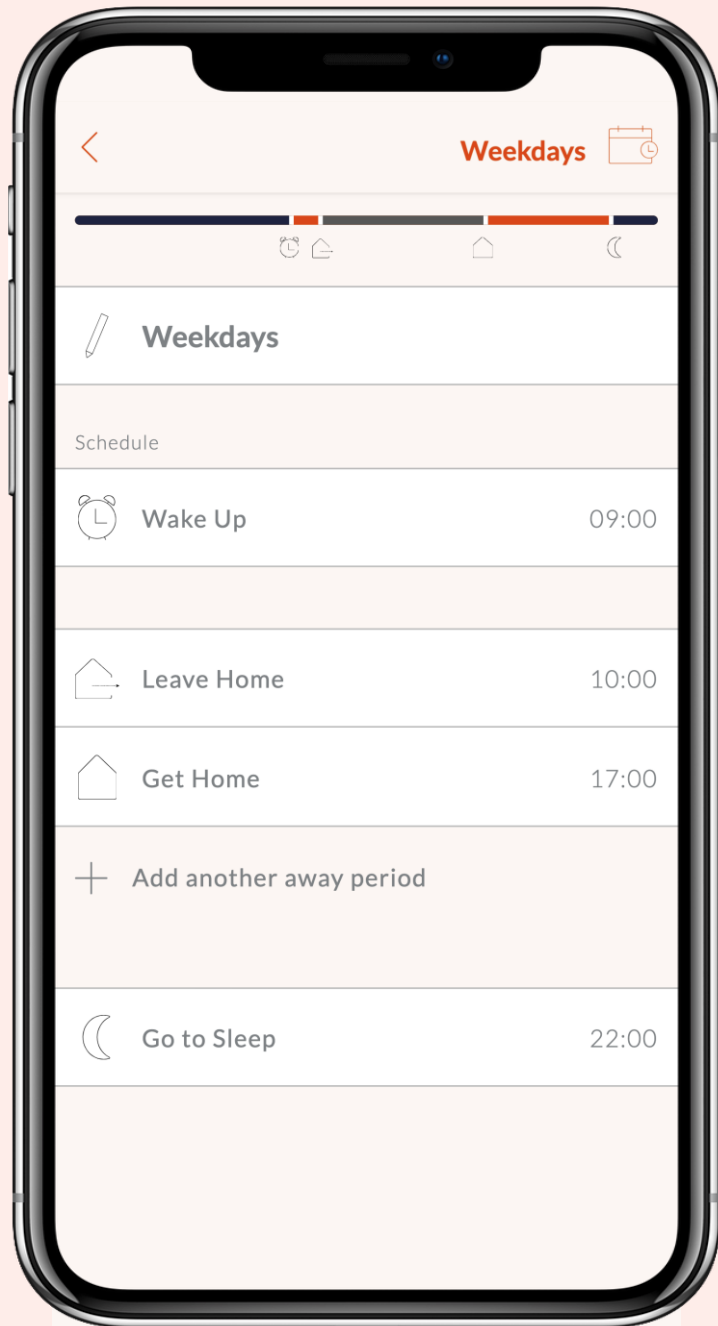
Current Room Temperature

Target Temperature, the arrow shows if your room is heating up, or cooling down

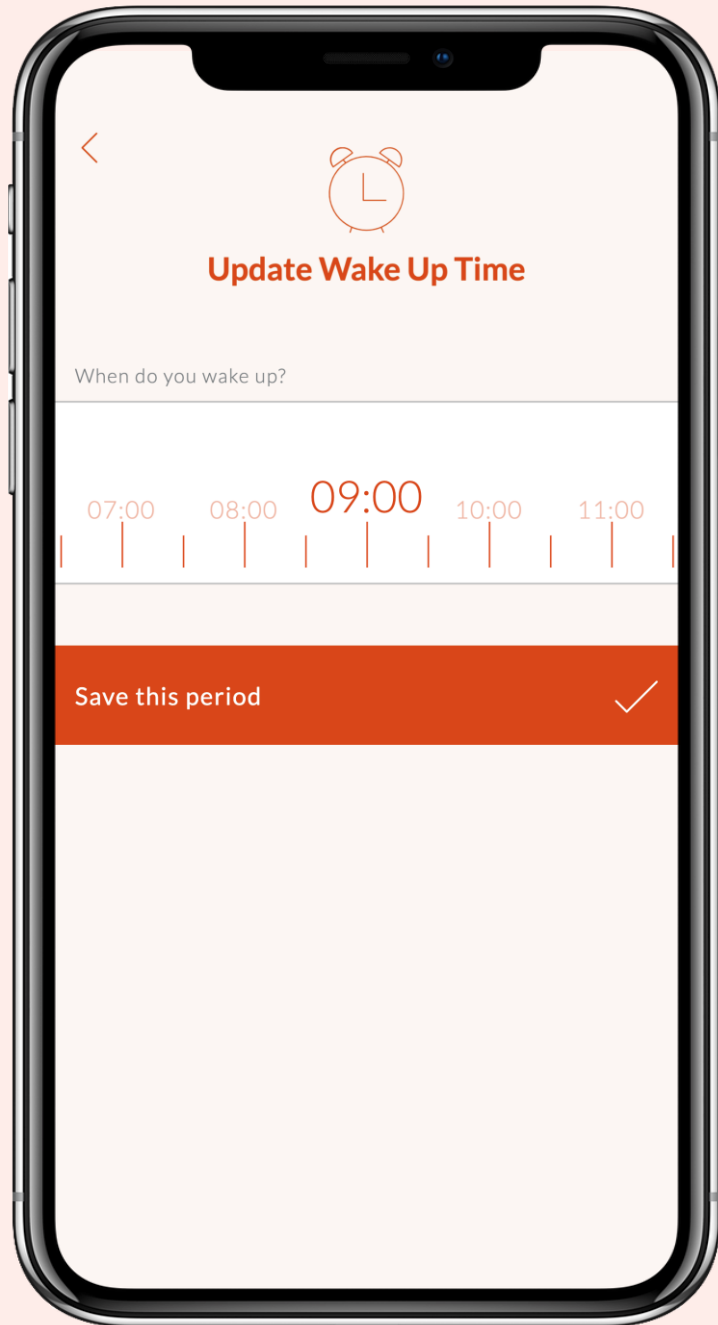


## If you want to make a more permanent change

You can change your weekly routines right here in the app

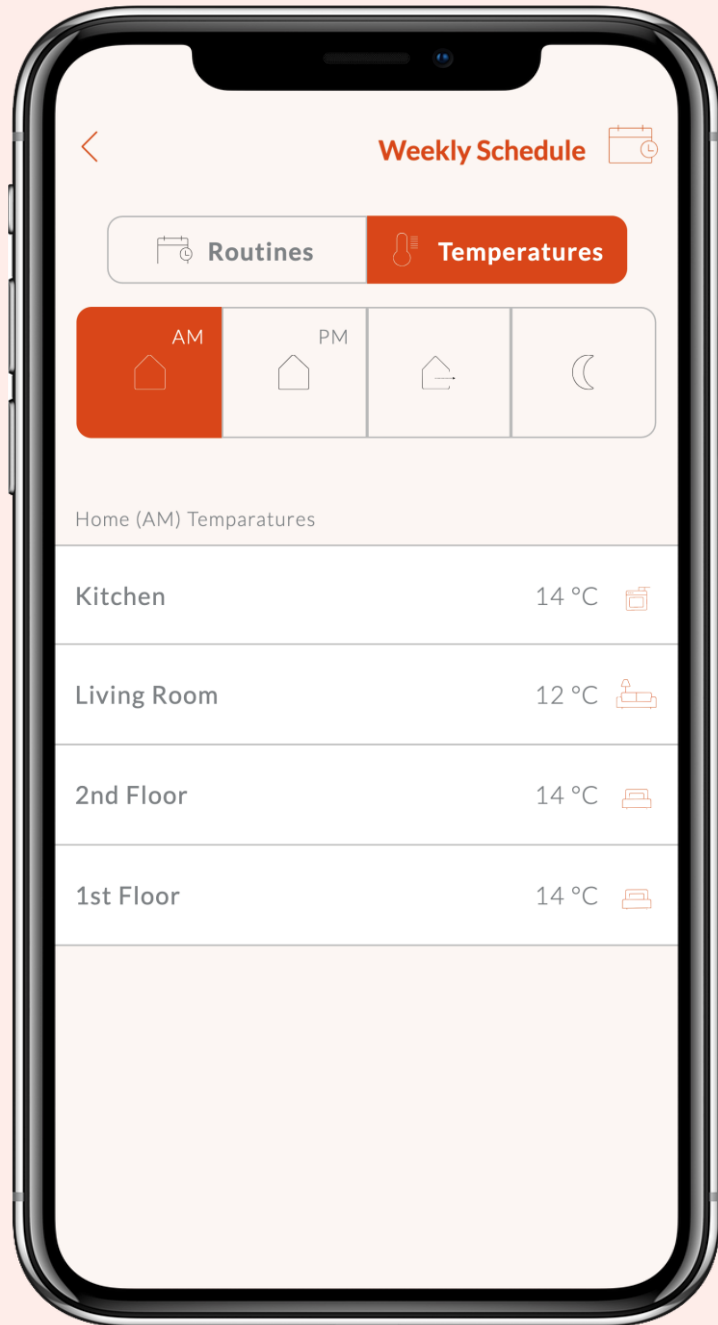


**Just click which time  
you'd like to change**



**And scroll along to  
the time you'd like!**

(We won't judge you for  
wanting a lie in – go for it!)



## You can change the temperatures here too

Kitchen a little warmer?

Bedroom a little cooler?

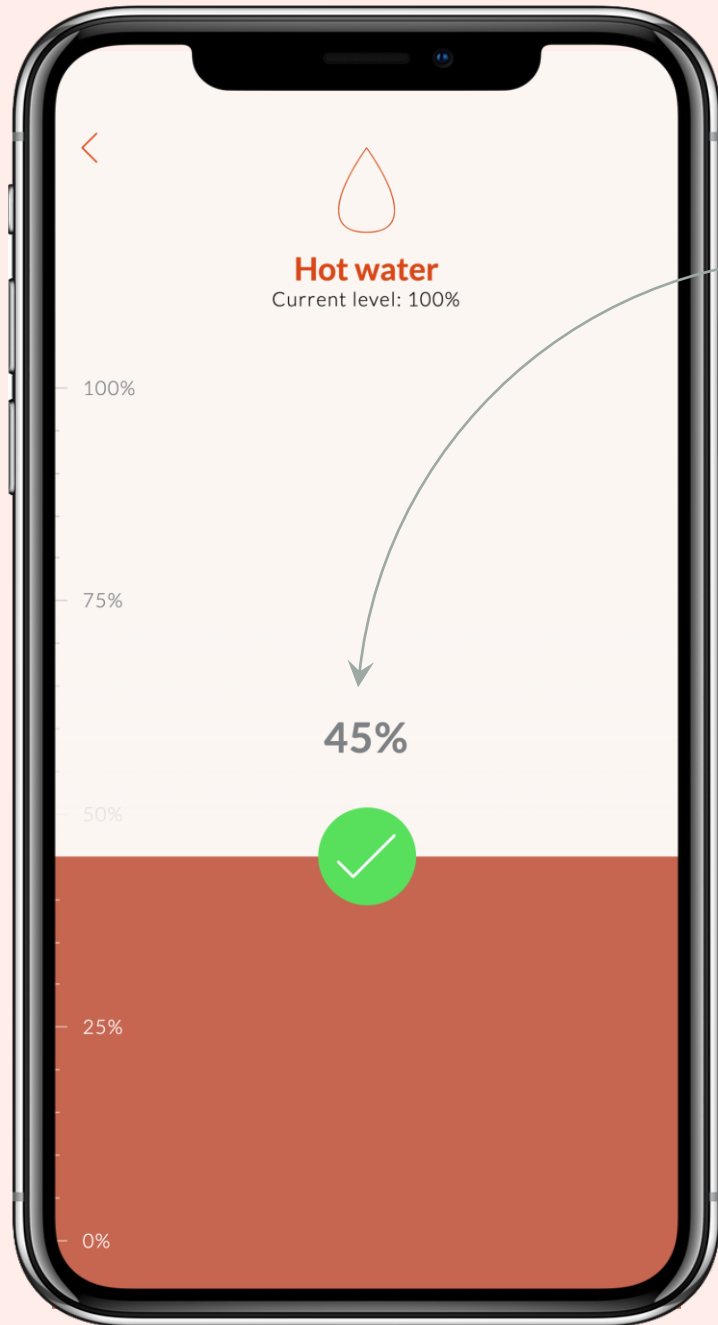
Done and done!



## Like things a little warmer?

Just slide this green button up and tap when you have it where you want it

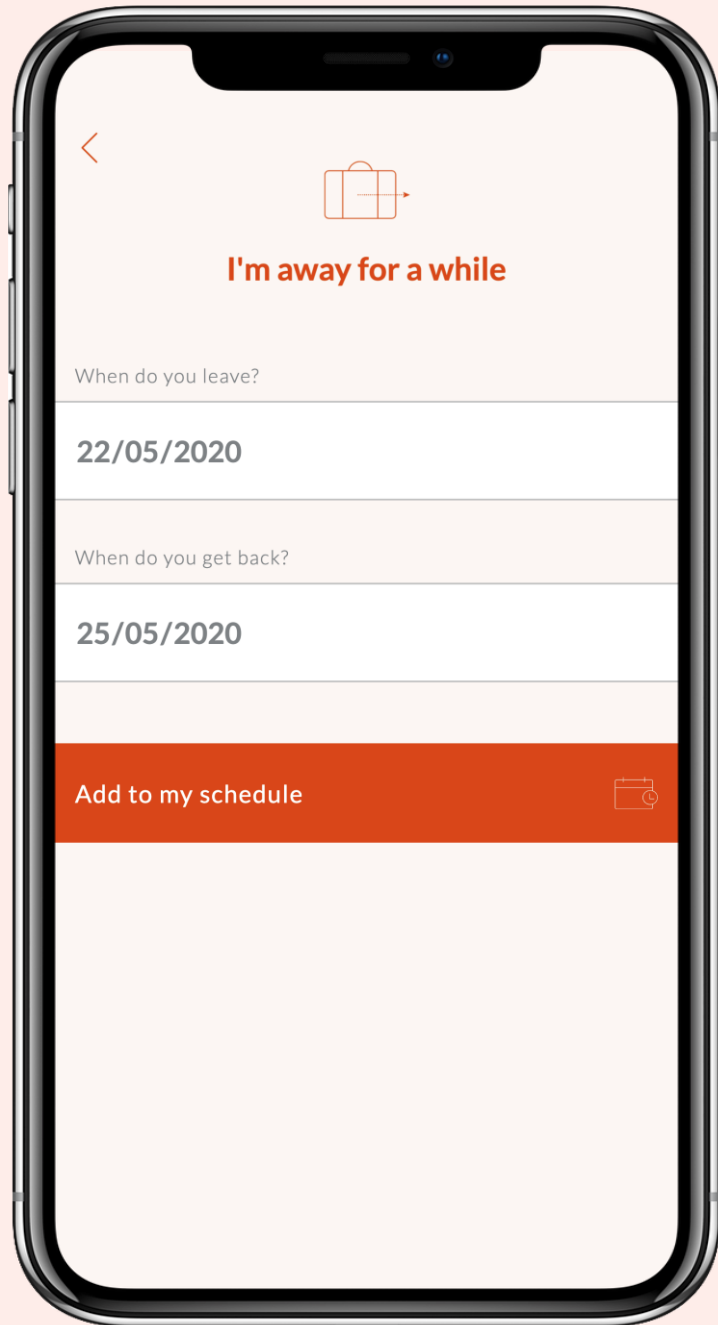




## You will always have hot water

The app will tell you how much hot water you have left, slide it up if you need more.

In the future will be become clever and wont heat water you regularly don't use, but for now, you always get a full tank just how you always have.



## If you're going away...

Tell us when you leave

Tell us when you get back

We make sure your home is being as eco friendly as possible while you are away

We keep an eye out for a frost

Your home is nice and comfy for when you get back

# If you cant find your phone, you can still use the thermostat



If you turn the dial right, each click raises your temperature by half a degree – a light will turn on for each full degree you move up

(The same thing works for making it cooler, but to the left.)

If you push the button, the system will swap from in to out, or out to in.

Just remember blue light means in, no lights mean out

This light here will be blue if your home thinks you are “in”. If there are no lights on, your home thinks you are “out”

# What happens next

We will get your home, and app set up for you and send out all the details with your welcome pack

We'll check in once you have moved in to make sure everything is ok (don't worry we won't hassle you on moving day)

If you have any problems in the meantime...

029 2000 2882

# Thank you

Email: [hello@Sero.Life](mailto:hello@Sero.Life)

Phone: [029 2000 2882](tel:02920002882)

Web: [Sero.Group](http://Sero.Group)

Tweet: [@Sero\\_Life](https://twitter.com/Sero_Life)

[@Sero\\_Energy](https://twitter.com/Sero_Energy)

[@Sero\\_Homes](https://twitter.com/Sero_Homes)

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