

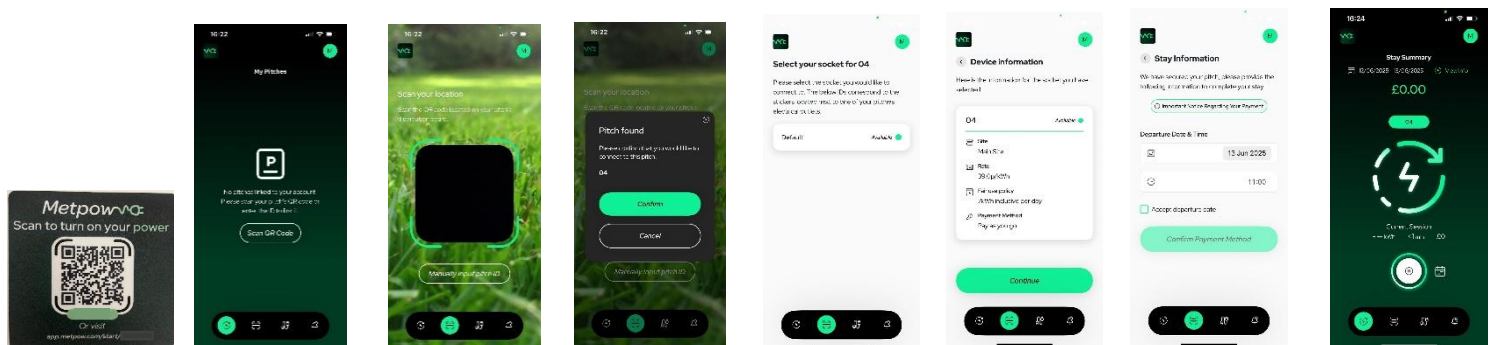
## Customer Guide

### Step by step guide for activating the electricity on your chosen pitch/berth:

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 on 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 11am 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
  - a. 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.*



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## FAQs –

### 1) I have no electricity after starting a session what can I do?

If you do not have electricity after starting a session please review the following steps –

- a) Is the lead you're using in working order? Is the lead plugged in correctly?
- b) Is the electrical unit in your vessel or caravan turned on?
- c) Is the RCD or main switch visibly on at the electrical unit (please ask the site/marina for help on this is required)
- d) Has your stay started correctly in the Metpow app? Please ensure your session isn't Paused.
- e) If the above have all been attempted/checked, please head to reception for additional support

### 2) Where are my card details stored?

Metpow will only store details provided to us when a customer is setting up an account (Please review Metpow privacy policy) Metpow servers do not store any card details, this is carried out by Stripe, an international online banking platform.

### 3) The pitch/berth I am selecting unavailable in the app or web app

It may be that the previous users stay has not ended yet and they have left or they are still there and plugged in. Please wait and try again, try a different socket or head to reception.

### 4) Can I pause my session?

Yes, you can pause your session in the Metpow app. On the homepage you will notice a pause symbol towards the bottom of the home screen, hit this and it'll turn off your electricity, hit it again to reenergise.

### 5) Is your payment portal secure?

Yes, Metpow utilise 'Stripe' for all transactions. Stripe are an international online banking platform who utilise AES-256 for data at rest, TLS/SSL for secure communication, and tokenisation to protect sensitive card information, adhering to PCI DSS standards.

### 6) My electricity has turned off mid stay.

Metpow will not turn your stay off mid stay unless a command has been sent, please check to see if you have paused your session in the app. If there has been no 'off' command sent to the meter, please check your cable has not become loose or that the electrical box has not gone off due to a power cut or fault (please ask the site/marina for help here).

### 7) Can I end my stay early?

Yes, either via the Metpow app (click end stay), you must remember to do this if you leave earlier than expected to ensure the pitch/berth is freed up for the next person.