

Logging in and set-up

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Downloading the Smug app

The app is available for both iOS and Android - search for 'smug energy' in the respective app stores.

Here is a link to download the app: iOS and [Android](#)

If you prefer to directly access a web browser version, here is a link: <https://app.smug.energy>

Creating an account

Create an account

1. Click **Set up account**.
2. Input your **First name**, **Last name**, **Email**, and click '**Next**'
3. Input your property address and click '**Register**'.



smug

Energy savings to make
you smile

Sign in

Set up account

Last name

Email

Next

Register

Step 2 of 2: Please enter your property address

Address line 1

Start typing to find address

Address line 3

Postcode

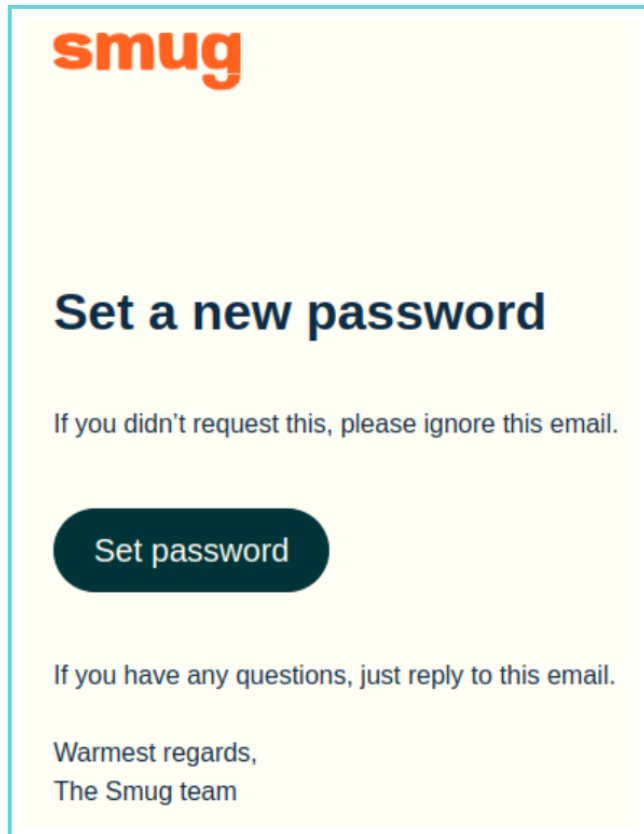
Once you've done this, you will be prompted to close the window and return to the app.

Setting a password

You may have noticed the app has yet to ask for a new password. This is something we need to improve, as you should be sent to the page that resets your password.

You will have to click '**Sign In**', then '**Forgot Password**' and enter your email address again. We hope to improve this shortly.

Once you click '**Forgot Password**', you should have received a password reset link:



Click '**Set Password**' and then you can return to the home screen and log in.

Note: if you open the email on your phone, and click 'Log in' after setting the password, you will be redirected to the web version of Smug. For a slightly smoother experience, we recommend closing the browser and opening the native iOS or Android app.

Once you've done all the above, you are ready to **Log In**.

Entering your tariff data

Tariff Data

Once you have connected your system, the app will prompt you to enter your tariff data.

If you are with Octopus Energy, you need to log into your Octopus account and create an API key which is then copied and pasted into the app.

We currently support most energy suppliers and tariffs, but if you have any issues then please email us at hello@smug.energy

Feed In Tariff (FIT) systems

In order to benefit from the optimisation savings, you will need to be receiving payments for exported electricity. Those using older FIT tariff - you can manually configure these as a fixed export tariff. If you need help setting this up, please email us at hello@smug.energy

You might like to be aware that there are export tariffs such as Octopus Flux, which pay a fair bit more than the FIT export rate, so it might be worth considering swapping, particularly as Smug will help you to maximise the export income from a time-of-use tariff.

Here is a link if you'd like to switch to Octopus: <https://share.octopus.energy/cute-calf-246> - your savings are likely to be significantly higher on a variable export tariff.



Tariff details

Import tariff

Tariff name

Agile Octopus

Standing charge

47.85p / day

All rates include VAT

Export tariff

Tariff name

Agile Outgoing Octopus

Standing charge

0p / day

All rates include VAT



Get help



Home



Account

Once you have successfully set up your tariff, you should see the above.


Setting up a premium subscription


Adding a subscription


Once you have connected your system, it should start collecting some consumption and generation data. In order to benefit from system optimisation, where our algorithms change the work mode of your inverter to maximise savings, you need to add a subscription. You won't be charged until the end of June, from then on, it will be £5 a month.


To set up the subscription:

1. Click on '**Account**' > '**Subscribe**'
2. You will be taken to our payment partner, GoCardless. Enter your details, and on the the page that says '**Please select your bank**' and select your bank.
3. When the direct debit is set up, you'll be asked to close the page and return to the app.


 Account details

 Premium
Save up to £300 a year


 Tariff details


 Change password


Devices


 Link inverter or battery

Help


 Get help

 Give us feedback


 Home

 Account

Free for 30 days, then £6/mo.
Cancel any time




How this works

 4:00am - 6:05am
Morning

It's early, and electricity rates are low. The battery charges now, storing low-cost energy to use later when costs rise.

Savings: £0.32

 6:00pm - 7:25pm
Evening

Evening brings peak energy demand. The battery switches to export mode, selling stored energy to the grid and powering the house, avoiding high costs and earning extra income.


Subscribe


Set up your payment to Midsummer Energy


Smug subscription fee


£5.00 One-off payment

Direct Debit setup [More details](#)



 Instant bank pay





Country of residence

United Kingdom

Your personal details

First name

Last name

[or click here to use a company name](#)

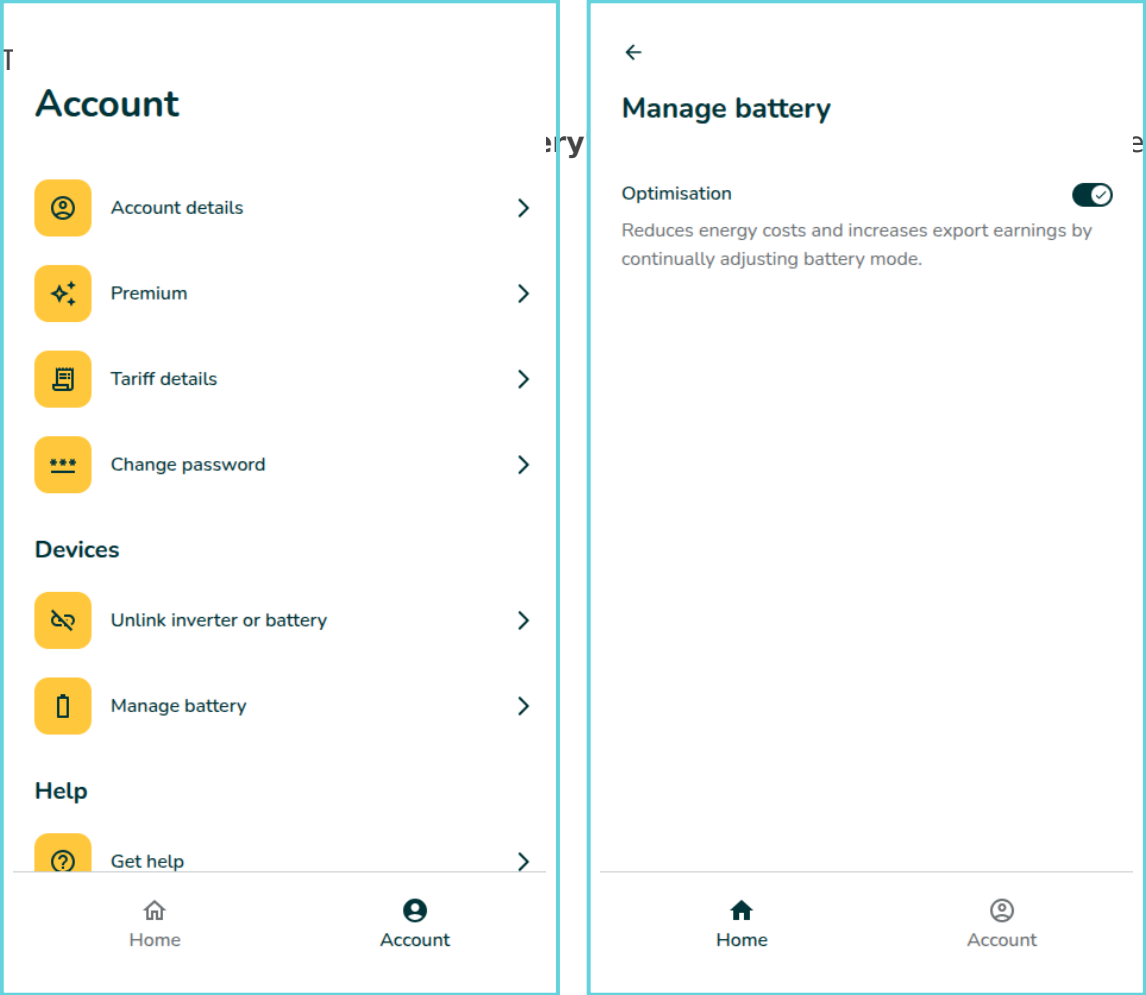
Email address

We'll only use this to keep you updated about your payment

Optimising your system

Enabling battery optimisation

Congratulations! - connecting your inverter, entering tariff details and setting up the subscription are the tricky bits.



Once this is done, the set-up process is complete.