Fortum

SmartLiving

Resident user manual

Join the change

fortum

Welcome new Fortum SmartLiving user!

Fortum SmartLiving service allows you to control your home in a smart way and monitor your energy and water consumption almost in real time. Fortum SmartLiving service makes living more comfortable and reduces energy costs.

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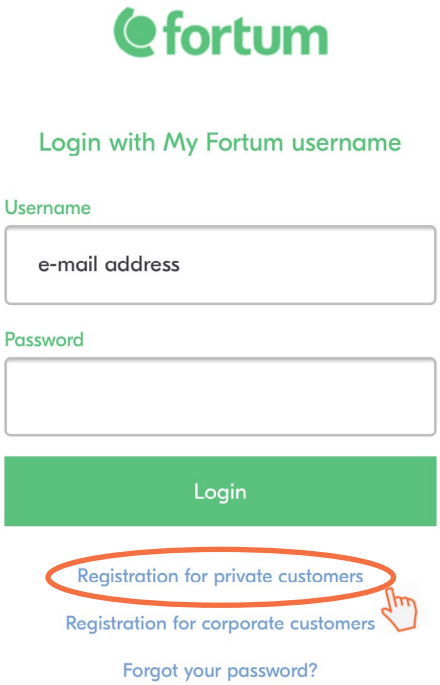
Features and routines may vary. This manual may contain features and routines that are not available in your housing association.

My Fortum

To start the registration to the service, you will need to create a My Fortum account. If you already have a My Fortum account, you can skip this part and move on to *Registration* (page 2).

1. Go to **smart.fortum.fi**
2. Create a My Fortum account using your online banking details.
3. If you are not automatically redirected to the front page after creating the account, type **smart.fortum.fi** again and press enter. selaimellesi.
4. Continue the registration by logging in with your account details.



Registration

Main user registration

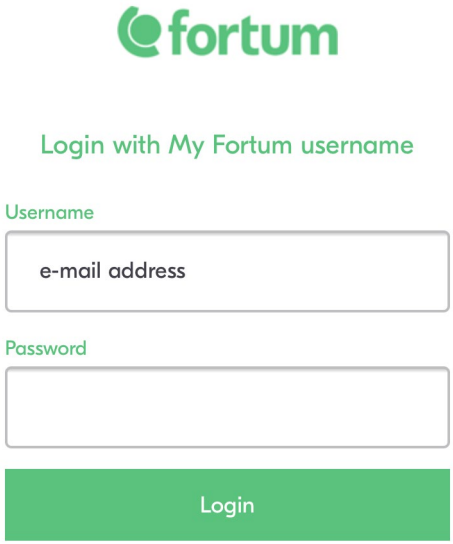
1. Login with your My Fortum account at **smart.fortum.fi**
2. Select your preferred language (Finnish, English or Swedish).
3. Register yourself as the main user of the apartment by typing in the apartment specific code. If you have misplaced the code, contact the landlord of your housing association.
4. Type in your mobile phone number and accept the Terms of Service and the Privacy Notice.
5. Type in the number of people in your household and specify your electricity contract details. You can also provide these details later in the section *Apartment* of the *Settings* feature.

Additional user registration

1. The main user can send invitations to for example other family members. The invitation can be sent at the section *Accounts - Users* of the *Settings* feature. The invitation should be sent to the same e-mail address that is used as the username of the My Fortum account of the invited user (see page 1.)
2. Additional user logs in with their My Fortum account at **smart.fortum.fi**
3. Additional user chooses their preferred language, types in their mobile phone number and accepts the Terms of Service and the Privacy Notice.

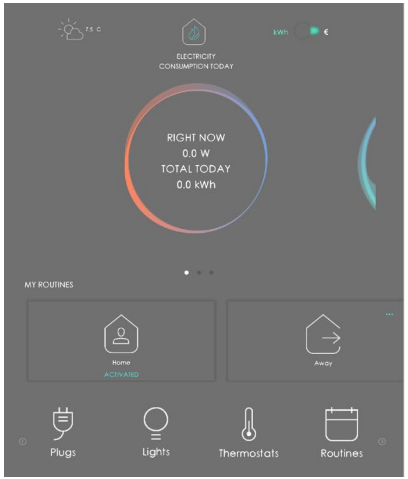
Login

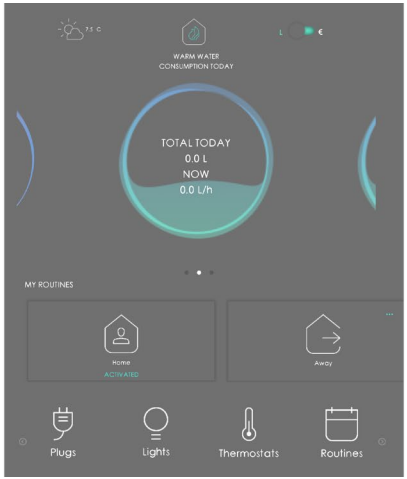
When you have successfully finished your registration you may begin to use the service by logging in with your My Fortum account at **smart.fortum.fi**

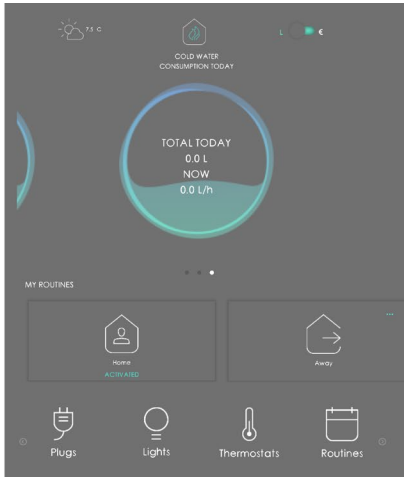


Dashboard

On the front page of the service you can view your electricity and water consumption data and access all of the service features. At the top of the page you find current outside temperature measurement and the status of your apartment's fire alarm (normal / alerting) an are able to choose the measurement unit for your consumption (kWh/litre or euros). You will also receive a notification if your apartment's fire alarm is alerting.







At the bottom of the page you find *Routines*, which make using the service easier. You can make changes to routines according to your own preferences (see page 6). At this part of the dashboard you will also find all the different features which allow you to control your home's plug and lighting groups. You can also monitor the inside temperature of your home and monitor your energy consumption data between different periods of time, also on an appliance level. In addition to monitoring your own usage, you can compare it to households with the same number of people. It is also possible to receive notifications regarding abnormal consumption activities.

Plugs

With this feature you can control plugs by their group to switch them on or off.

You can control plug groups one at a time or all at once. You can also monitor how much power each plug group uses almost in real time.

Lights

With this feature you can control lights by their group to switch them on or off.

You can control lighting groups one at a time or all at once. You can also monitor how much power each lighting group uses almost in real time.

Thermostats

With this feature you are able to monitor your apartment's inside temperature. You can also view the current outside temperature, which you can find at the top left corner of the dashboard.

Routines

Routines enable you to use the service with ease and help you for example reduce your energy consumption and its costs.

You can make changes to routines through the Routines feature or by clicking on the three dots in the top corner of a specific routine's icon on the dashboard. Only some routines can be changed.

When managing the Away routine, you can choose which plug and lighting groups are switched on or off. You will receive an automatic text message notification, if water consumption occurs while the Away routine is activated. If water consumption continues, a notification will be sent via the Fortum SmartLiving building management tool. The building management tool forwards the information to for example the maintenance company of your housing association. The maintenance company will confirm with the resident whether a house visit is necessary.

Example routines

Home

- Plug and lighting groups are switched on
- Forced ventilation goes to Home mode

Away

- Selected plug and lighting groups are switched off
- Forced ventilation goes to Away mode
- Text message notification if any water consumption occurs

Parental control

- Plugs in the kitchen, and the stove are switched off

Usage

With this feature you can monitor your apartment's consumption data on a daily, weekly, monthly or yearly level. You can monitor electricity consumption, as well as both warm and cold water consumption. You are able to view the data in kWh/litre or in euros.

In addition to monitoring your own consumption, you can compare it to households with the same number of people within your housing association. This is only possible if there are enough households with the same number of people using the service.

Sub energy

With this feature you can monitor the consumption data of individual appliances and plug groups on a daily, weekly, monthly or yearly level. You are able to view the data in kWh or in euros.

In addition to monitoring consumption data of your individual appliances, you can compare consumption data of your appliances with consumption data of appliances in other households with the same number of people within your housing association. This is only possible if there are enough households with the same number of people using the service.

Car heating

With this feature you can control and steer the heating times of your car heating pole. You can set the heating to begin immediately or set a timer to a day and time of your choosing. You can also design and set a recurring heating time for specific days and times. Maximum heating time is two hours.

Settings

Accounts

In account settings you can edit your personal details; e-mail address, mobile phone number and preferred language. In this feature the main user can send e-mail invites to additional users and can also delete their rights to use the service, when they move out of the apartment. If a main user deletes their rights to use the service, rights of all other additional users will expire simultaneously.

Notifications

The service provides a possibility to receive e-mail notifications if the energy or water consumption in an apartment rises above the normal level. In this section you can choose the frequency of these notifications; daily, weekly or monthly. This security notification covers total consumption of energy, sub usage on a plug group level and cold and warm water consumption. You will receive an automatic text message notification if there has been continuous water consumption in your apartment for 24 hours or if the leakage sensor detects a possible water leakage. You will also receive an automatic e-mail notification if the forced ventilation unit indicates that it has malfunctioned.

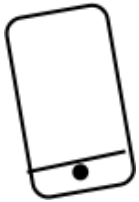
Apartment

In the apartment section you can edit your household details; number of people and electricity contract information. By providing the number of people in your household, you enable the possibility of comparing your consumption data to other households with the same number of people in your housing association. By providing your electricity type and price your electricity usage data can be shown in euros according to your contractual price. The price should be provided without electricity transfer fees and tax. You can also manage the *Routines* feature through this section (see more on page 6, *Routines*).

Support

Customer support

In this section you will find up-to-date customer support contact information details. You can contact customer support if you have any questions regarding the service and its features, or if any problems occur. You can also find the contact details on the back cover of this manual.



Feedback

We are dedicated to developing the service continuously. We appreciate user feedback and take it into account in future development work. This is why we have made giving feedback simple. You may write your feedback in the *Support* feature or simply click on the provided emojis to express your opinion.

Fortum SmartLiving Customer service

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E-mail: smartliving@fortum.com

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