GenGame Energy Saver SO Energy Trial

Frequently asked Questions

What are the benefits of using the app?

The Energy Saver app helps you stay on top of your energy consumption by providing you with personalised insights and tips. If you reduce your energy consumption, you will be rewarded with the chance to win weekly prizes. At the moment, the app is being tested as a trial with SO Energy Customers.

Can I use the app if I'm not a SO Energy customer?

Currently, the app is only available to SO Energy customers. Use this link to switch to SO Energy https://www.so.energy/get-a-quote/

Am I eligible to take part in the trial?

To take part in the trial you:

- must get both your electricity and gas from SO Energy
- have had smart meters for both electricity and Gas installed recently
- must not charge an electric car at your house
- must not have solar panels

If you fit this criteria and you would like to participate in the trial, please get in touch with SO Energy at https://help.so.energy/support/home

What information will I need to provide?

The only information you will be asked for during the sign-up process is your email address.

Where does the Energy Saver App get my data from?

By providing us with your email address during the sign-up process, we access the data from your Smart Meter.

How are the forecasts generated?

We use your historic data and a sophisticated algorithm to predict what your energy consumption will be.

How are the savings calculated?

Your actual consumption is compared against your forecasted consumption, and if you have used less energy than predicted, the difference is a saving.

Why is there is missing data on the calendar on the 'My Energy' page?

If you find any data is missing, please contact SO Energy.

How are my monthly 'Energy Insights' calculated?

We ask you to supply information about your home and activities. This information is then used to allocate your consumption to your appliances and activities.
The more information you give us, the more we know about your home profile, improving your 'Energy Insights' accuracy.

The energy consumption on the Energy Saver App doesn't match my bill. What should I do?

If you have any queries about your data on the app, please contact us at senstrial@gengame.co.uk

What are challenges, and how are they generated?

Challenges are generated from your forecasted consumption and your Energy Insights to give you tailored advice and help you take action to achieve a more efficient home.
From the list of challenges, you can choose the ones that are more relevant to you. To accept or reject a challenge, just tap on a challenge from the list. View your accepted and rejected challenges by tapping the 'view my challenges' button at the top of the challenges page.

How do points work?

You gain points mainly when you use less energy than expected on a given day. You can also earn bonus points by unlocking achievements for things like saving money, taking on challenges, and interacting with other areas of the app.

How do the raffles work?

Use your points to buy raffle tickets for a chance to win real prizes. On the points page, tap on the raffle you would like to enter and choose how many raffle tickets you would like to buy. The more tickets you enter, the greater your chance of winning! Once the raffle has ended, a winning ticket will be drawn, and the prize will be automatically emailed to the winner!

How can I change my notification settings?

Go to the settings pages at the bottom of the dashboard to personalise the notifications you receive.

How do I stop taking part in the trial?

You can remove your consent to share data with us and stop your participation in the trial at any time in your SO Energy portal/account or by emailing senstrial@gengame.co.uk

How do I report a problem with the app?

If you are having problems with the Energy Saver app, please go to the settings pages at the bottom of the dashboard and use the 'Report a Bug' feature.

If the app is not working or there is a problem with registering or logging in, contact us at senstrial@gengame.co.uk