

Clipsal Cortex Home Energy Management System.

Energy Masters Starter Guide

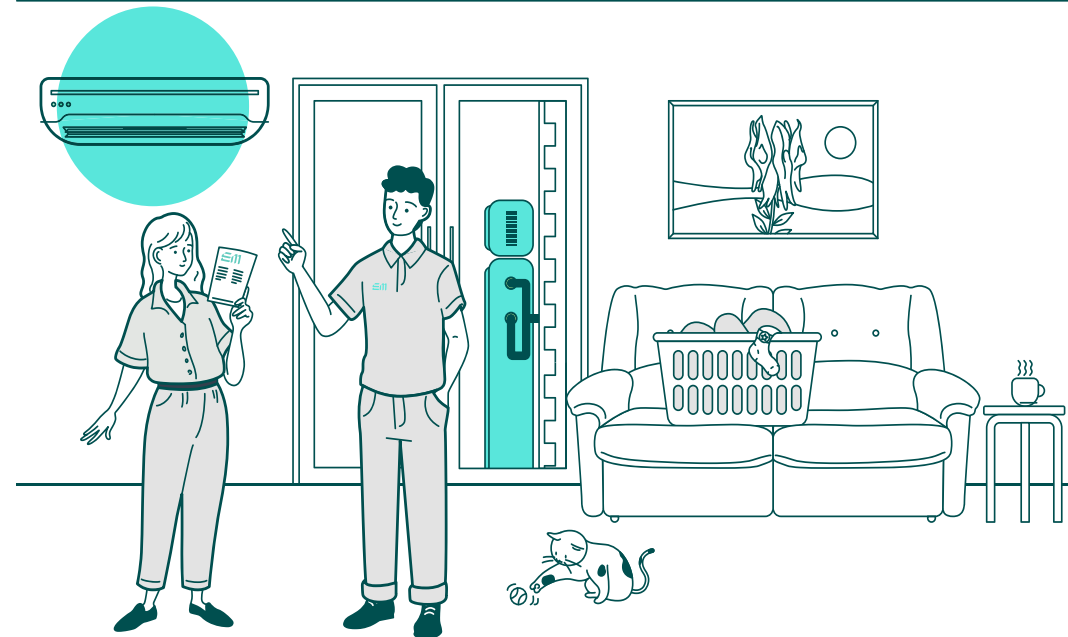


As an Energy Masters household you have received a free, fully installed, Clipsal Cortex home energy management system (HEMS) and free access to the Clipsal Cortex app, tailored for Energy Masters households, to help maximise the flexibility and minimise the running costs of your home's electricity.

Your Clipsal Cortex HEMS is a combination of hardware and software that can monitor and display your energy usage, and optimise the operation and running costs of different electrical items around your home.

The HEMS software consists of smart programming and algorithms that can read, monitor, and optimise your electrical items automatically, or when guided by settings you choose. The software typically includes an interactive interface to help you learn and understand your energy through a mobile application or website.

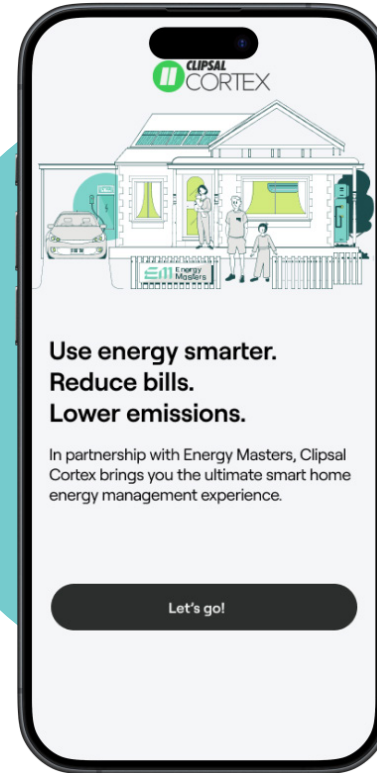
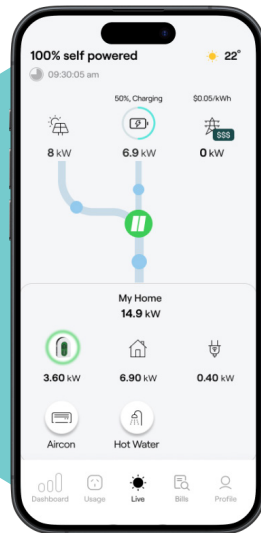
This guide will introduce you to your HEMS, with tips to help you get the most from your Energy Masters experience.



1

Getting started with your HEMS

Your HEMS has two main components: a physical meter installed in your switchboard, and the Clipsal Cortex app tailored for Energy Masters households.



To log in, simply use the email address you provided to Energy Masters installation partner MAC Trade Services.

Your account is already set up for instant access to your site!

To access the app, you can:

- Download it from the App Store or Google Play by searching for “Clipsal Cortex.”
- Visit the web app at app.clipsalcortex.com

Transitioning
South Australia to
energy-smart
homes.

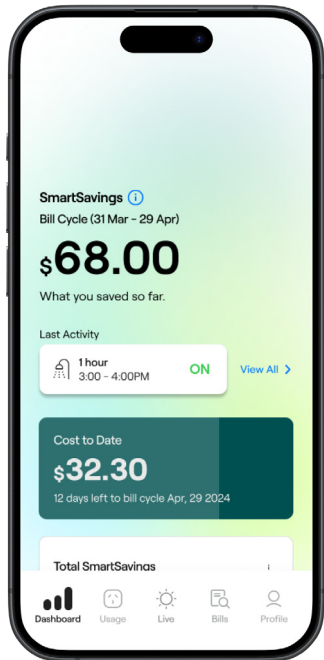
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Navigating the Clipsal Cortex App

The Clipsal Cortex app has five main pages, each tailored for Energy Masters households and designed to help you manage and optimise your home's energy use:

Dashboard

Get a snapshot of your HEMS status, savings, and program news.



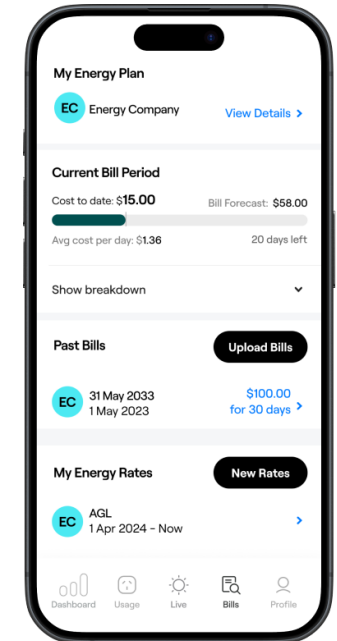
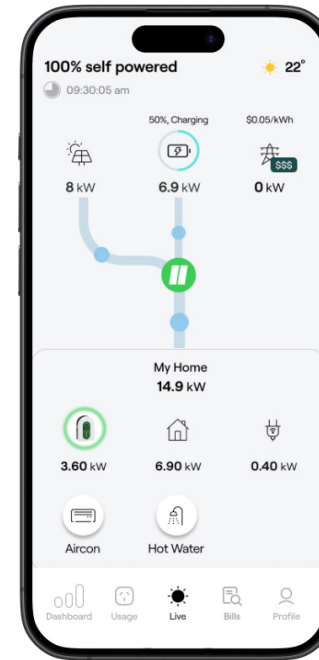
Usage

Dive into your energy data to understand consumption and production patterns over time.



Live

View and control what's happening in your home in real time.

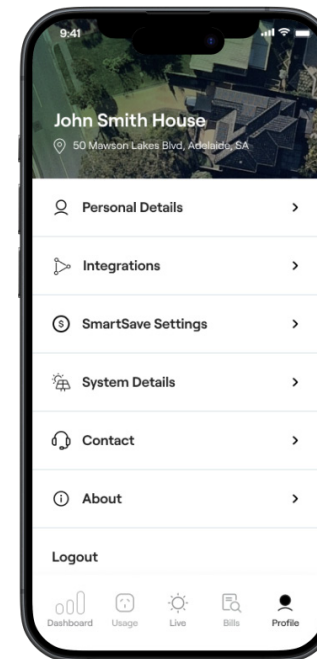


Bills

Track your energy costs and manage your bills more effectively.

Profile

Adjust your settings, view account information, or reach out to support.



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Optimising your energy use with SmartSave

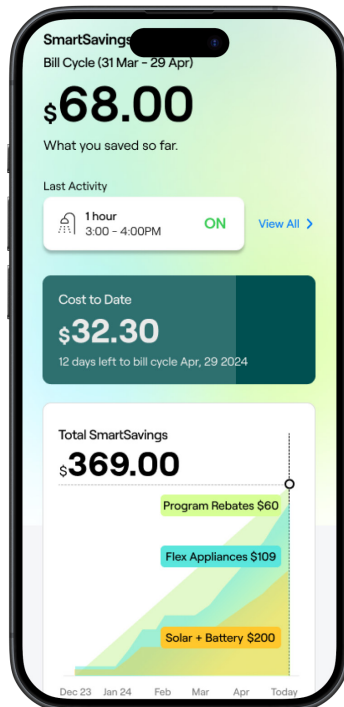
Introducing SmartSave

SmartSave is the intelligent algorithm behind your HEMS that makes energy bill savings easy and automated. It optimises the use of your connected devices – which might include your solar, battery, smart electric vehicle charger, hot water system and smart air-conditioning unit – and provides flexibility to support the grid.

SmartSavings estimates the dollars saved on your energy bills by maintaining an energy-smart home and being flexible with your energy usage. To maximise your savings, opt into SmartSave in the app and track the results across three categories:

- **Solar and battery:** savings from installing and optimising a solar and/or battery system.
- **Flexible appliances:** savings from shifting energy usage of connected devices to take advantage of available sunshine and low-cost electricity periods.
- **Program rewards:** rebates earned by joining an Energy Masters partner retailer (Amber or EnergyAustralia) and trialling flexible imports from SA Power Networks.

To get the most from SmartSave, ensure your site is set up correctly. If MAC Trade Services didn't complete this setup for you, follow the steps below.

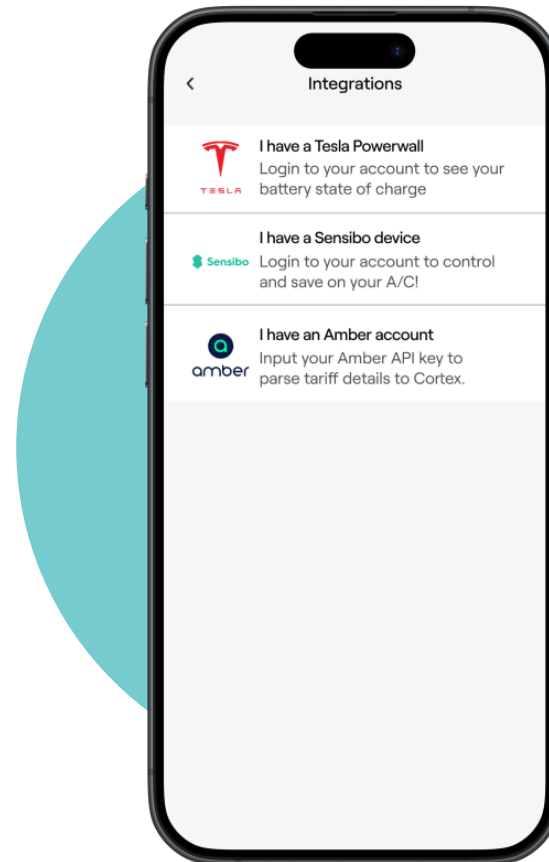


Connecting your devices

If you have compatible devices—such as a Tesla vehicle, Schneider Charger, or Sensibo device connected to your air-conditioning unit—you can connect them to your HEMS for seamless integration.

Go to [Profile > Integrations](#) and follow the prompts.

You will always have the ability to choose which items your HEMS is connected to and how automatically or manually it operates.



Tip: Ensure you're near your device and have access to your home Wi-Fi for a smooth setup.

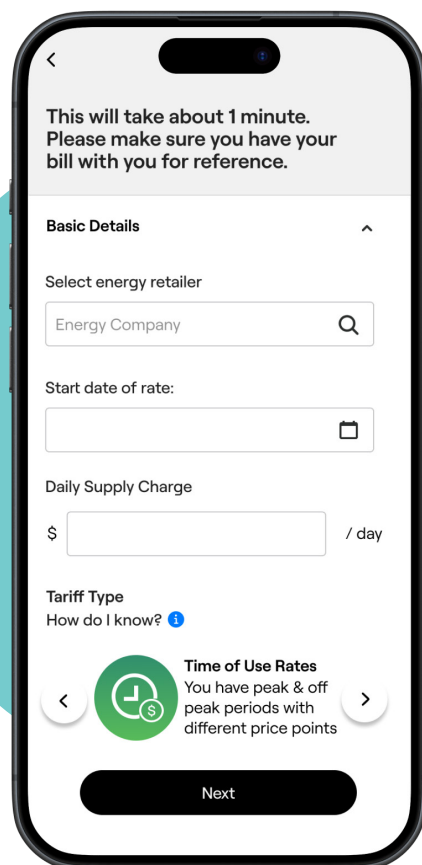
Updating your energy plan

Your energy plan guides SmartSave on the best times to run connected devices for maximum savings. Keeping this plan up-to-date ensures that your HEMS provides cost and savings estimates that align closely with your actual energy bills.

If you are part of SmartShift with Amber Electric, you can skip this step as your energy plan pricing will be collected direct from Amber.

To update your plan, go to **Bills > My Energy Rates**, select **New Rate**, and follow the prompts. Use the checkbox to confirm if your rates include or exclude GST.

Tip: Having a recent energy bill or contract on hand makes this a quick and easy process. Use it to confirm if your rates include GST

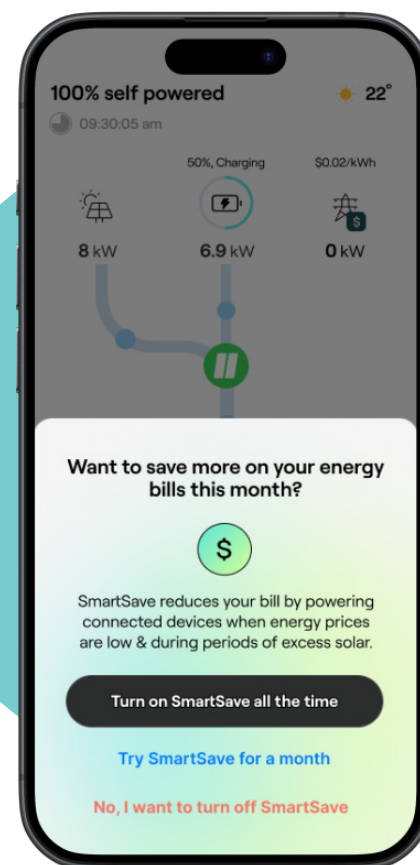


The image shows a smartphone screen with the SmartSave app interface. At the top, a message says: "This will take about 1 minute. Please make sure you have your bill with you for reference." Below this is a section titled "Basic Details" with a sub-header "Select energy retailer". There is a search bar with the placeholder text "Energy Company" and a magnifying glass icon. Below the search bar is a field for "Start date of rate:" with a calendar icon. Underneath is a field for "Daily Supply Charge" with a dollar sign, a text input box, and a "/ day" label. Below that is a section for "Tariff Type" with the text "How do I know?" and an information icon. A circular icon with a clock and a dollar sign is shown, with the text "Time of Use Rates" and "You have peak & off peak periods with different price points". At the bottom is a "Next" button.

SmartSave settings

SmartSave is designed to be “set and forget,” but you can easily turn it off from the **Profile** page or exclude a specific device from the algorithm on the **Live** page if needed.

You can also opt to set a recurring time schedule for your device or control it manually from the **Live** page.



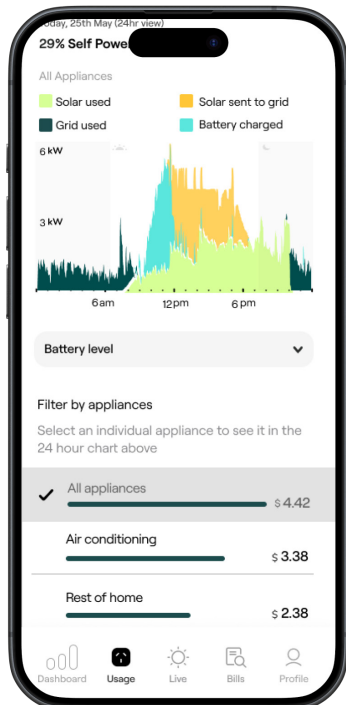
Try it out: Not sure if SmartSave is right for you? Give it a test run for a month and see how it fits your routine.

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Monitoring your solar production and usage

The **Usage** page allows you to keep track of your home's energy data over time. The interactive 24-hour chart presents your 'energy profile' across four key categories:

- **Grid used:** energy imported from the network
- **Sent to the grid:** energy exported from your solar or battery system to the network
- **Self-powered:** household energy usage supplied directly by your solar or battery system.
- **Battery charged:** energy used specifically to charge your battery



In addition to your 'energy profile', which charts the four categories above, you can overlay a 'load profile'. This allows you to visualise the energy consumed by all your home appliances, or a specific appliance of interest. On the chart it will be represented as a fine black line.

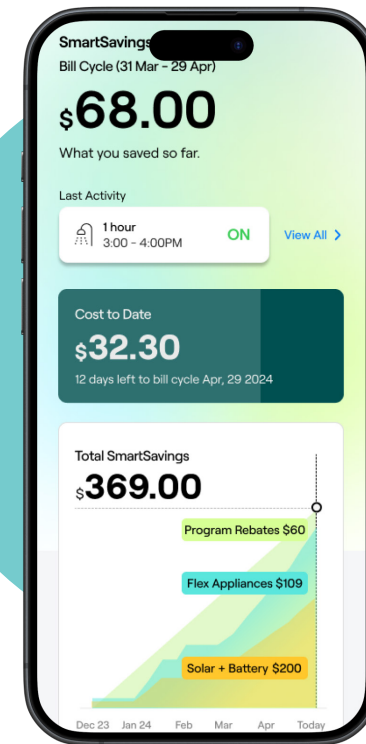


Tip: Feeling overwhelmed by the data? Easily toggle categories and appliances on or off by selecting them directly in the app.

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Tracking your energy savings and costs

On the **Dashboard** page, you'll find a cumulative SmartSavings chart that tracks your energy savings over time, estimating the dollars saved on your energy bills by maintaining an energy-smart home and being flexible with your energy usage.



Please keep in mind these values are estimates.

The primary goal of your HEMS is to maximise your SmartSavings, which is why this figure is displayed prominently on the dashboard. To learn more about how your savings are calculated, see the FAQs below!

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Frequently asked questions

How do I access support?

Go to **Profile > Contact** and follow the prompts. Alternatively, reach Energy Masters support by calling 8429 3100 or emailing info@saenergymasters.com.au 9am – 4:30pm Monday to Friday, excluding public holidays.

If you have a technical question related to power-cycling your HEMS or re-connecting a device to Wi-Fi, visit support.clipsalcortex.com

I signed up for an Energy Masters retail offer, what do I need to do?

Your HEMS will automatically connect with your selected retailer to provide flexibility when requested. To check the status of your retailer connection, visit **Profile > SmartSave Settings**.

Where can I receive program updates?

Energy Masters will periodically post program updates and news in the dedicated section within the **Dashboard page**.

How does my HEMS calculate savings?

Your HEMS calculates savings using a “counterfactual” baseline—an estimate of what your energy costs would have been without the optimised energy use delivered by your Clipsal Cortex HEMS. By comparing this baseline with your actual usage, Clipsal Cortex can estimate the impact of SmartSave on your energy bill.

Note: this approach provides an estimate, and actual savings may vary depending on your baseline energy usage pattern and the energy plan entered in the app.

We're here if you need

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