INERTIA

POWER IN PERFECT BALANCE

CUSTOMER GUIDE · THE INERTIA PROGRAMME

YOUR ENERGY ALREADY WORKS. NOW IT PAYS YOU BACK.

A simple guide to what INERTIA does, how it works with your solar, battery or heat pump, and what you get. Ten minutes to read, nothing technical to know.

FOR SOLAR OWNERS · BATTERY OWNERS · HEAT PUMP OWNERS

THE OFFICIAL SCHEME

Connected to the National Grid's balancing scheme, working with NESO and ELEXON. Not a middleman.

AI DOES THE WORK

Our AI watches the grid 24/7 and uses your assets at the moments that pay. Nothing to press, nothing to manage.

YOU GET PAID

A monthly cash rebate for the flexibility your assets provide, free to join.

WHAT IS INERTIA?

The grid pays for flexibility

The National Grid has to keep electricity supply and demand perfectly matched, every second of every day. When the grid needs help, it **pays** for it. Solar panels, batteries and heat pumps can all provide that help — and that's where INERTIA comes in.

WHAT WE DO

We connect you to the grid

INERTIA links your solar, battery or heat pump to the National Grid's official balancing scheme, working with **NESO** and **ELEXON**. Not a middleman. The official scheme.

HOW IT'S RUN

AI does the deciding

Our AI watches the grid 24/7 and uses your assets at the exact moments that help the grid and pay you. Nothing to press, nothing to manage.

WHAT YOU GET

Money back each month

You receive a **monthly cash rebate** for the flexibility your assets provide, and scheme customers can save **up to 50% on their energy bills**. Both, for free.

THE HEADLINE

FREE TO JOIN · nothing to buy, nothing to manage · **money back every month** · up to 50% off your energy bills

WHO IT'S FOR

Solar owners

Your panels already cut your bills. Connected to the scheme, the power you generate helps balance the grid and earns you money back.

WHO IT'S FOR

Battery owners

Your battery stores cheap power and releases it when it matters most. The grid pays for exactly that flexibility, every month.

WHO IT'S FOR

Heat pump owners

Your heat pump shifts its heating by minutes at moments the grid needs it. You notice nothing except the payment.

The benefits, all six

BENEFIT 01

Monthly cash rebate

A payment every month, direct to you, for the flexibility your assets provide the grid.

BENEFIT 02

Up to 50% off bills

Scheme customers can save up to 50% on their energy bills, on top of everything else.

BENEFIT 03

Free to join

No joining fee, nothing to buy, nothing to manage. It costs you nothing to take part.

BENEFIT 04

AI runs it 24/7

Our AI watches the grid around the clock and makes the decisions, so you never have to.

BENEFIT 05

Comfort first, always

Small adjustments you won't notice. Your heating and charging routines are never broken.

BENEFIT 06

You stay in control

3-month trial, then monthly rolling. No long lock-in, and you can stop whenever you like.

HOW IT WORKS

Five simple steps

Your installer starts the process. After that, most of the work happens on our side.

01

YOUR INSTALLER INTRODUCES INERTIA

The installer who fitted your system explains the programme and passes you our guide. Any questions, they or our team can help at any point.

02

YOUR SYSTEM IS CONNECTED

Our technical team links your solar, battery or heat pump to INERTIA's AI software. If your current system can't connect directly, a small 4G router may be added, and that's the only equipment involved.

03

WE LEARN HOW YOUR HOME USES ENERGY

In the first month we collect data and learn your patterns: when you use power, when you don't. Your comfort comes first, always.

04

THE AI STARTS EARNING FOR YOU

From then on, the AI uses your assets at the moments the grid pays for: charging your battery when power is plentiful, easing your heat pump for a short window, never at your expense.

05

YOU GET PAID

Payments start in the second month and arrive monthly after that, directly to you. You'll see exactly what's been generated and what you're being paid.

Behind the scenes, while you carry on as normal

ALWAYS ON

Grid watching, 24/7

Our AI monitors the National Grid every second of every day, spotting the moments when your assets can help and earn.

SMART DECISIONS

Second by second

Charging, heating and dispatch decisions are made in real time, based on live grid conditions and your household patterns.

SAFE BY DESIGN

Fail-safe built in

If a connection is ever lost, your system reverts to normal local operation automatically. Nothing breaks, nothing stops.

YOUR HOME, YOUR CONTROL

Will it change how I live?

Short answer: no. The AI works quietly in the background and always puts your comfort first.

YOUR HOME STAYS THE SAME

Comfort first

Your heating comes on when you want it. Your car charges when you need it. The AI only ever makes small adjustments you won't notice.

YOUR SETTINGS, RESPECTED

You stay in charge

The AI works within your routine, not against it. If you ever want to pause or change anything, just tell us.

NO KIT, NO MESS

Nothing to buy

Free to join and nothing to install in most cases. Where a 4G router is needed for connection, it's the only addition.

COMING SOON · THE INERTIA APP

We're currently building an app for customers, so you can see exactly what your system is doing and what it's earning. You'll be able to **track what's being optimised**, get **alerts for balancing and monitoring**, and see **precisely what you're paid each month**. Fully transparent, so you always know where you stand.

YOUR DATA

Kept safe

We only collect what's needed to run the service: how your system performs and when it can help the grid. Nothing more.

YOUR SETUP

Untouched

We work with your existing installer and equipment. No rewiring, no replacing kit, no disruption to your home.

YOUR CHOICE

Always yours

Happy with your current tariff? We don't change it. Want us to look at better ones? Only if you ask. Your call, always.

What we ask of you, which is almost nothing

ONE TIME

Say yes

Your installer introduces INERTIA, and you simply decide whether you'd like to take part. That's the whole decision.

FIRST MONTH

Let us learn

For the first month or so, our AI studies how your home uses energy. You don't change anything you do.

ANY TIME

Ask us anything

Questions at any point, call or email. A real team is here to help, and the app will show you everything live.

YOUR QUESTIONS

Straight answers

Is it free?
Yes.

How long does the process take?
The process is quick and simple, and you have to do nothing. A few days if we cannot connect automatically through the cloud. If a 4G router is needed, an engineer fits one and you are connected instantly, collecting data.

What is the process?
Simple. Your installer introduces INERTIA, we connect your system to our AI software, we learn how your home uses energy in the first month, the AI starts optimising at the moments the grid pays for, and payments begin in month two, monthly after that. You do nothing; the AI does the deciding.

How long can INERTIA do this?
As long as the asset is working and INERTIA is connected.

What does it cost me?
Nothing. Joining is **free**, and there's nothing to buy or manage.

Will my heating or my car be affected?
No. Comfort comes first. The AI only makes small adjustments you won't notice, and it always works within your routine.

How much could I get back?
It all depends on **the size of your asset and where you are**, and on **how many grid services your system is used for each month**. The more your assets are utilised for balancing, the more you get back. Scheme customers can also save **up to 50% on their energy bills**.

Do I have to commit long term?
No. You start with a **3-month trial**, then it's a simple **monthly rolling contract**. No long lock-in, and you can stop whenever you like.

Can you help me find a better energy tariff?
Optionally, yes. If you'd like, we can also look at **better tariffs** for your assets and help you save money that way. It's entirely your choice: **we only look into it if you want us to**. If you're happy with your current tariff, we don't change it.

Do I need new equipment?
In most cases, no. If your system can't connect directly, a small 4G router may be added. That's the only equipment involved.

How do I know what's being paid?
You'll see exactly what's been generated and paid each month. And our new app, currently being built, will show it live: what's being optimised, alerts, and your monthly payments at a glance.

Will this affect my solar feed-in or export payments?
No. Your existing generation and export arrangements are untouched. INERTIA works alongside them, using flexibility moments the grid pays for separately.

What if I have a problem or want to stop?
Contact us any time and we'll sort it. You're on a 3-month trial then a monthly rolling contract, so you can stop whenever you like. Your system returns to normal operation straight away.

Is my home suitable?
If you have solar, a battery or a heat pump, very likely yes. A quick call is the best check: we'll look at your setup and tell you honestly.

Do I need to be at home when the system connects?
Usually not. Most connections happen remotely through the cloud. Only if a 4G router is needed does an engineer visit, and that visit is arranged around you.

Does INERTIA work in bad weather or at night?
Yes. The AI earns from grid flexibility, not just sunshine. Batteries charge and discharge, and heat pumps can help, whatever the weather or the hour.

WHAT HAPPENS NEXT

Three easy moves

01

GET IN TOUCH

Call, email, or speak to your installer. Tell us what you have: solar, battery or heat pump. We'll answer any question in plain English.

02

WE CONNECT YOUR SYSTEM

Our technical team links your assets to our AI, usually through the cloud. If a 4G router is needed, an engineer fits one and you're connected straight away.

03

YOU START EARNING

Month one: we learn your home's patterns and start optimising. Month two: your first payment arrives, monthly after that.

Want to get started?

Talk to your installer, or get in touch with us directly. We'll answer any question, in plain English.

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