Inclusive Energy

SMART BIOGAS

SMART BIOGAS
PLATFORM WALKTHROUGH

February | 2023

# CONTENTS

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SMART BIOGAS FEATURES

The Smart Biogas app is a cloud-based platform created for organisations that want to monitor their biogas digesters, customer payments and/or biogas distribution.

| AVAILABLE	COMING SOON
CRM with table and map views, search and filter	Notifications
Capture and display of asset data + download data	Carbon market integration
Create payment plans	Automated fault diagnosis
Pay as you go platform	
Team management	
Oversight user application (for programs and financiers)	
Business and energy analytics	
End user application (SB Home)	

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Customers

An overview of all your customers in one place.

- Map integration to show customer locations.
- Quick view of customer details such as name, device ID, installation date, digester type, etc.
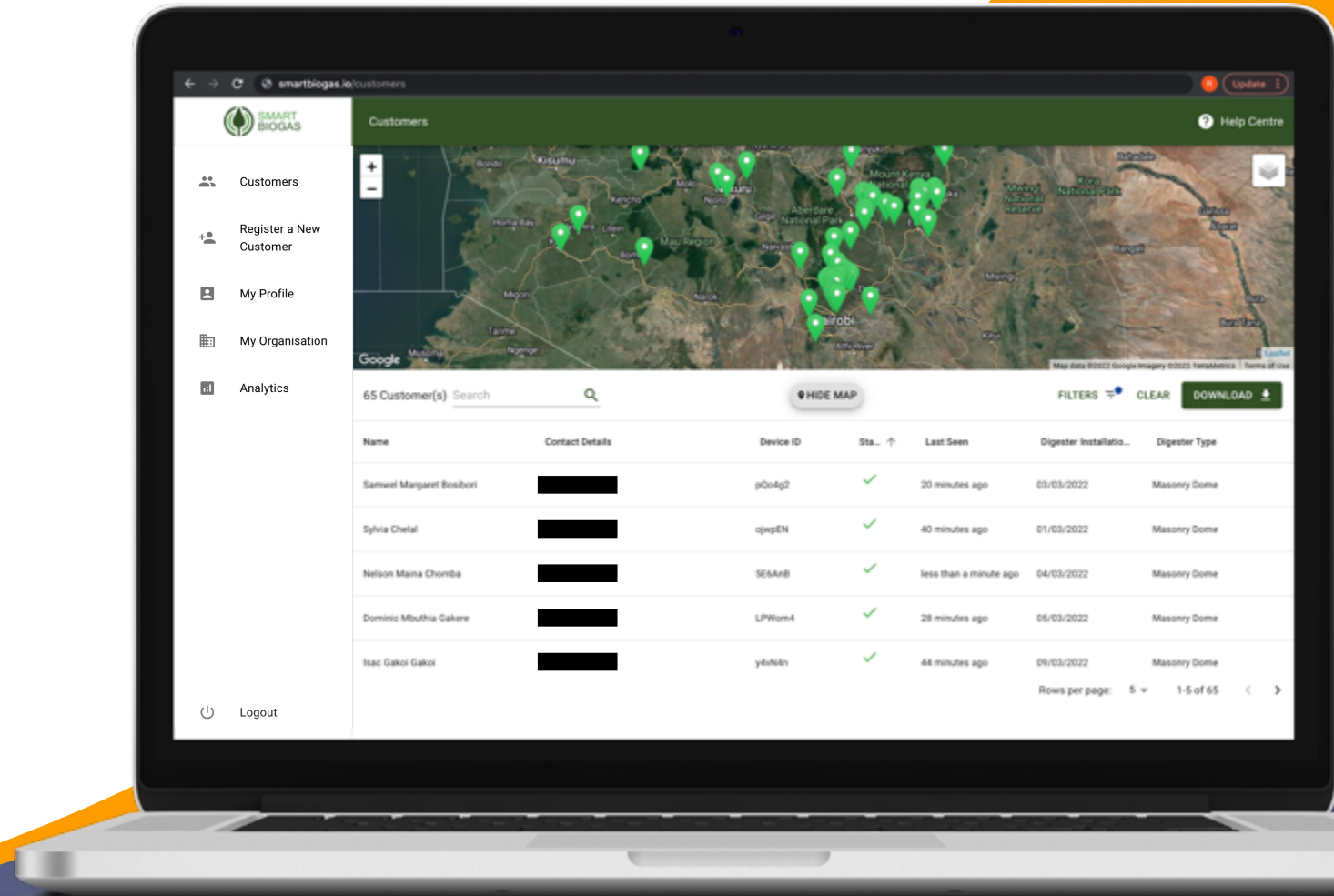
Reporting

The reporting page allows you to generate and download CSV reports including 'daily gas consumption' and 'statistics' reports for all, or a selection of your customers. The maximum time range of these reports is 3 months.
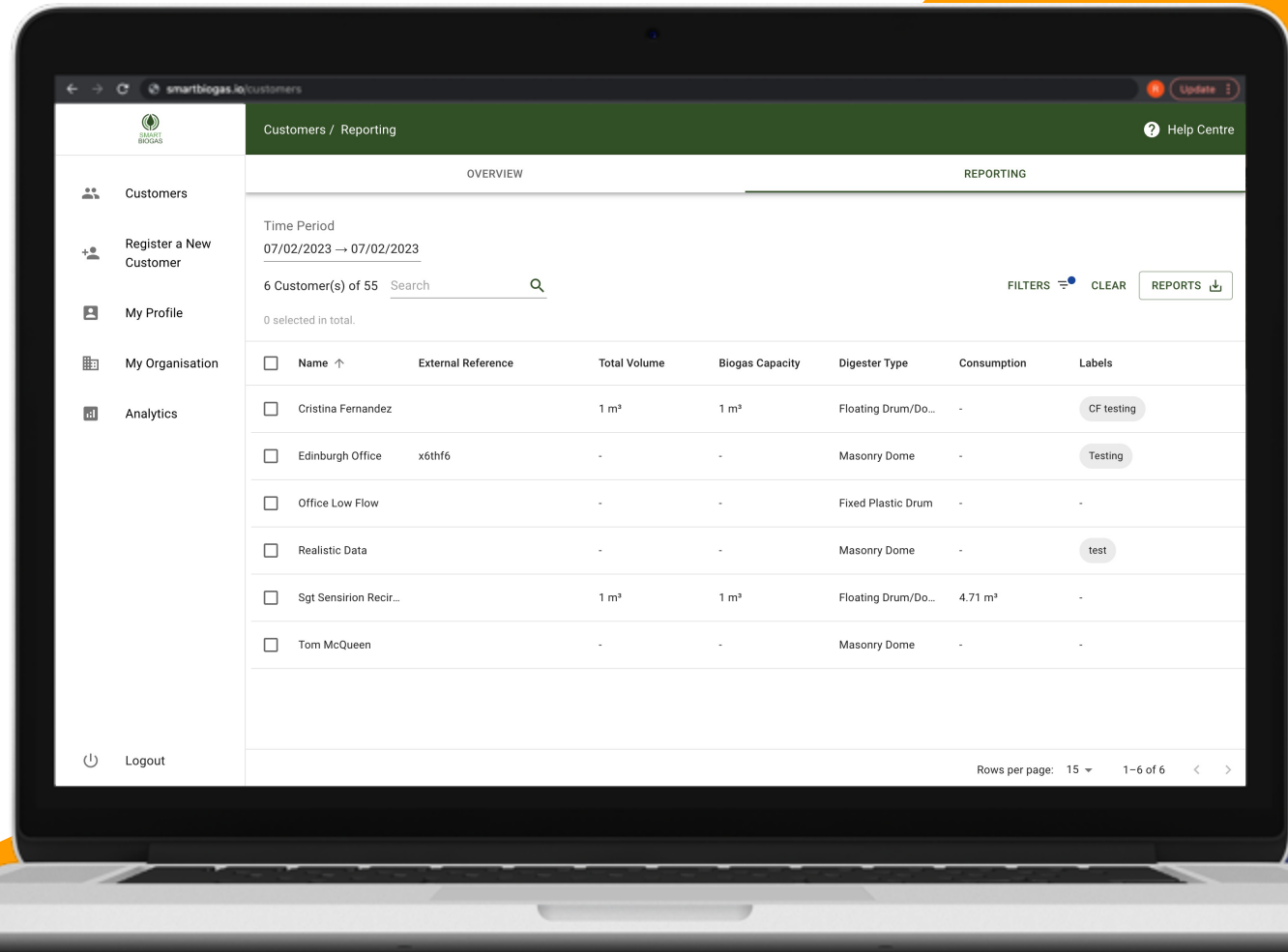
Register a Customer

In order to register a customer, you have to fill in the following sections:

1. User
Fill in basic user information and choose their contact preference.
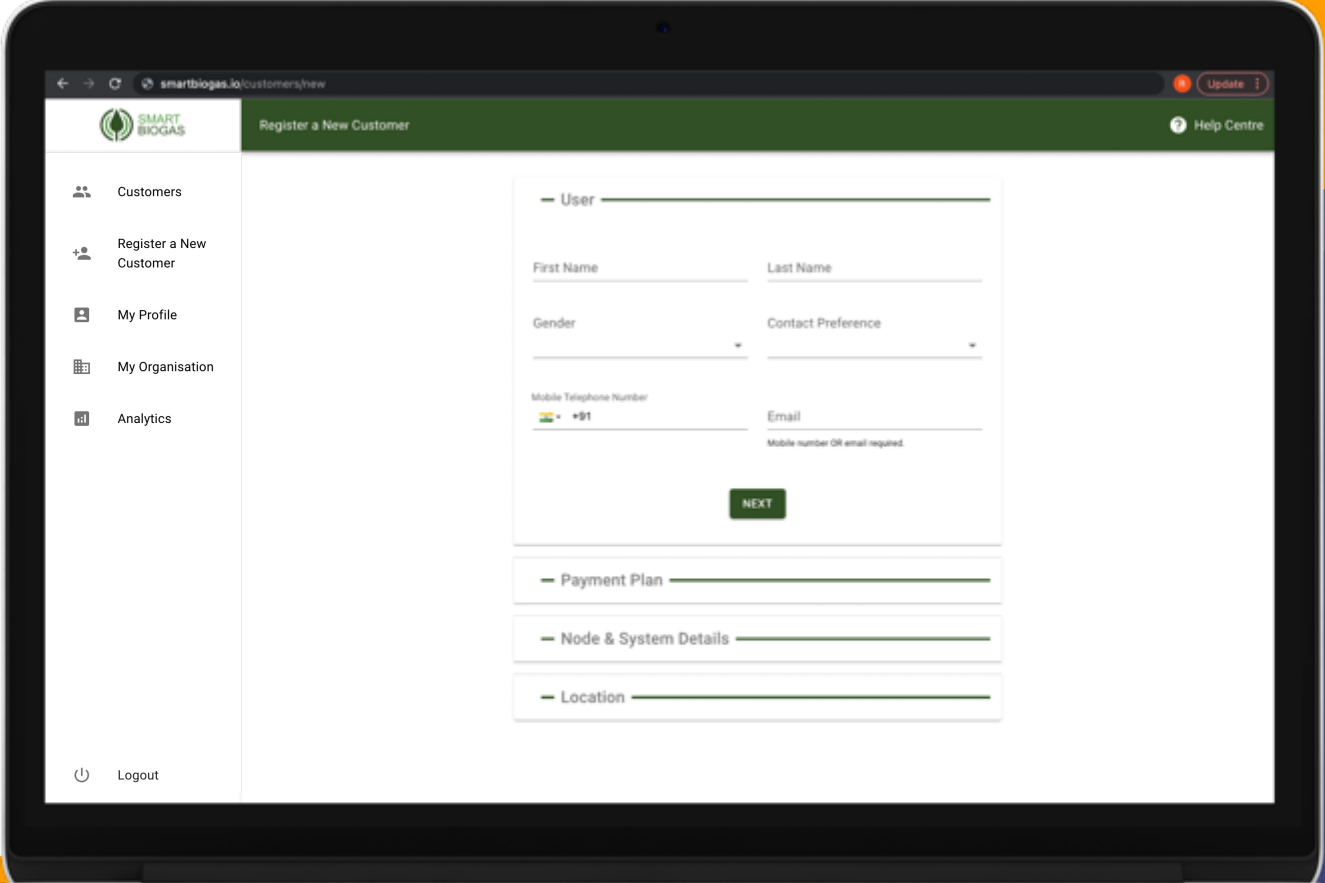
2. Payment Plan
If the customer has purchased their digester on a financing scheme, you can select the payment plan according to your agreement with them.

3. Node & System Details
Fill in the details of your customer's Smart Biogas device and their digester setup.

4. Location
Input your customer's location automatically using your device's location or by inputting it manually.

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Customer Details

You can click on any customer and view their personal details as well as their digester details under the 'Customer' tab.

You can also edit either of these or delete the customer altogether.
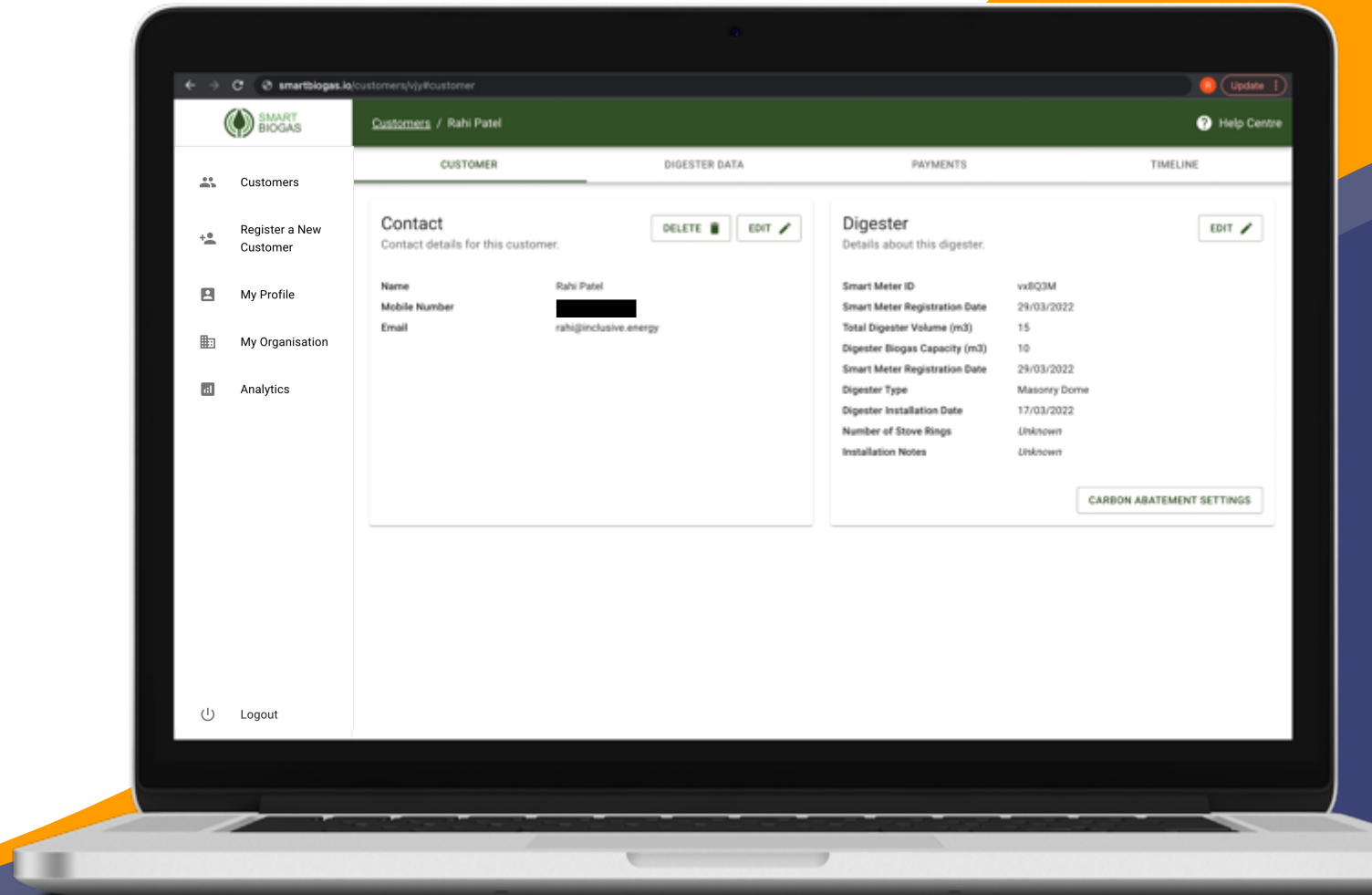
Digester Data

You can view your customer's digester data under the 'Digester Data' tab of the customer you have selected.

It gives you live updates of your customer's digester status.
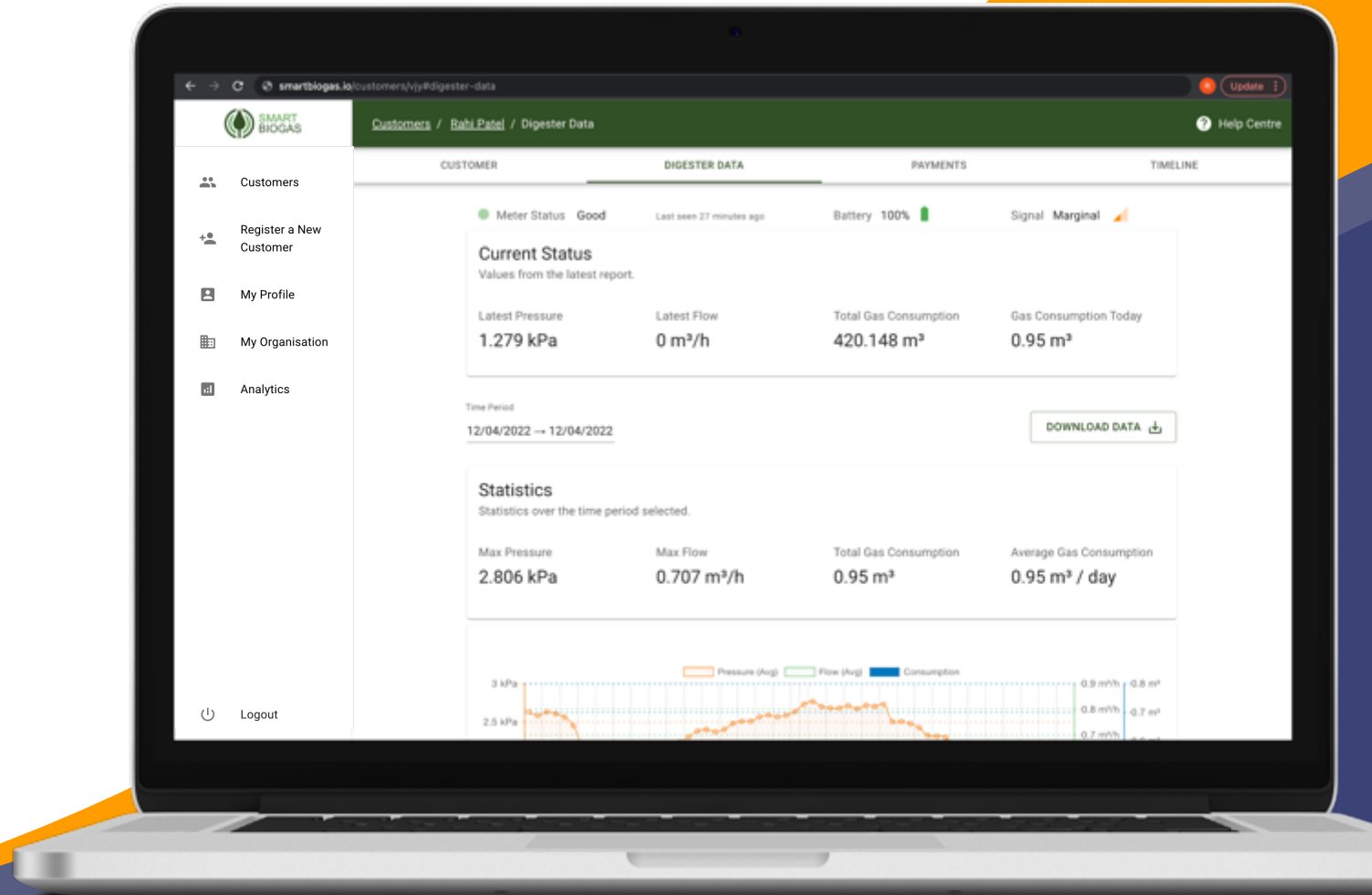
Digester Data

You can view pressure, flow and gas consumption data over a selected time range to check whether the digester is performing as expected. You can also download their metered data.
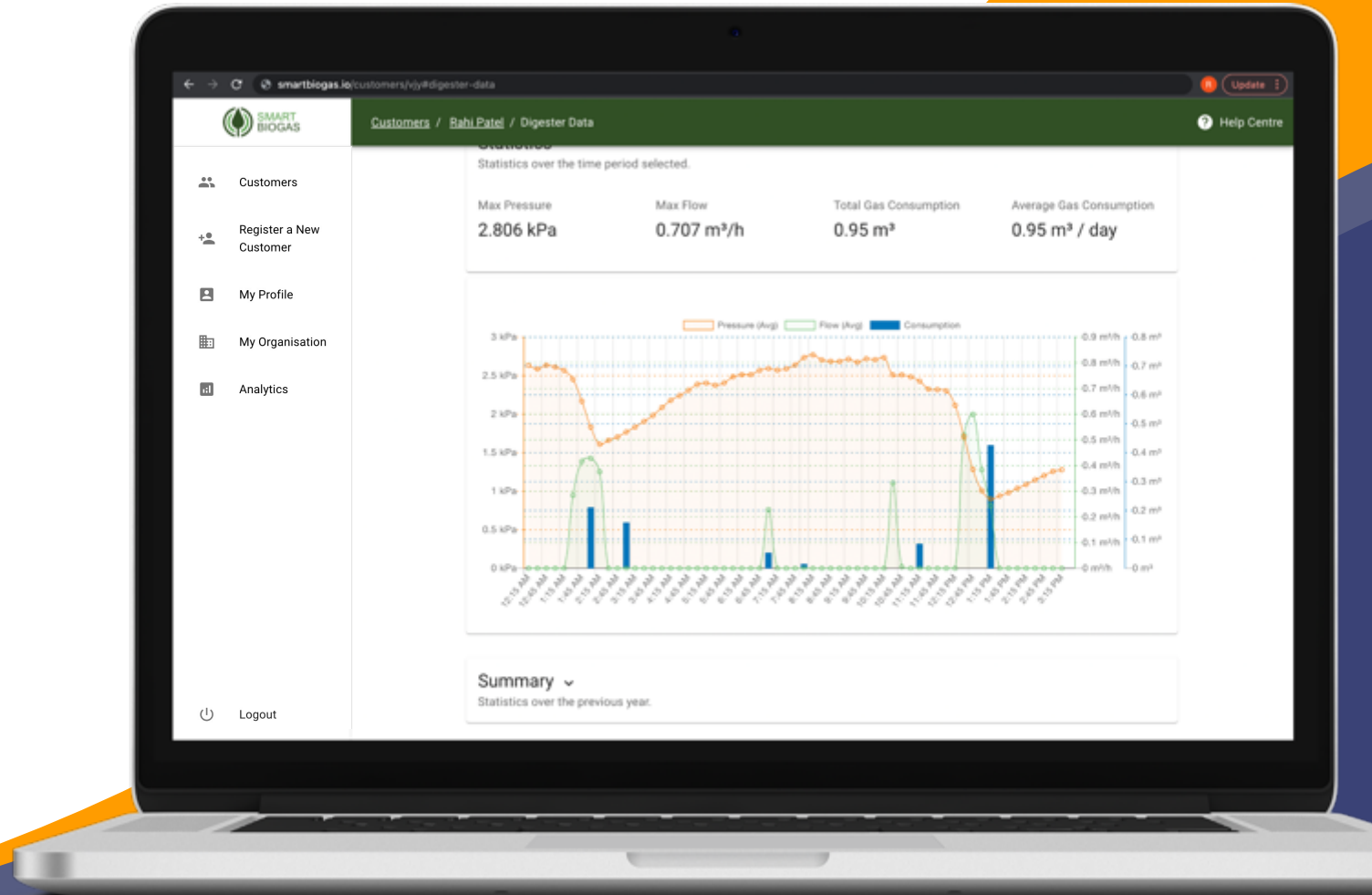
Digester Data

The summary table allows you to compare the key statistics over different time periods so you can spot trends and changes in the data.

Digester Data

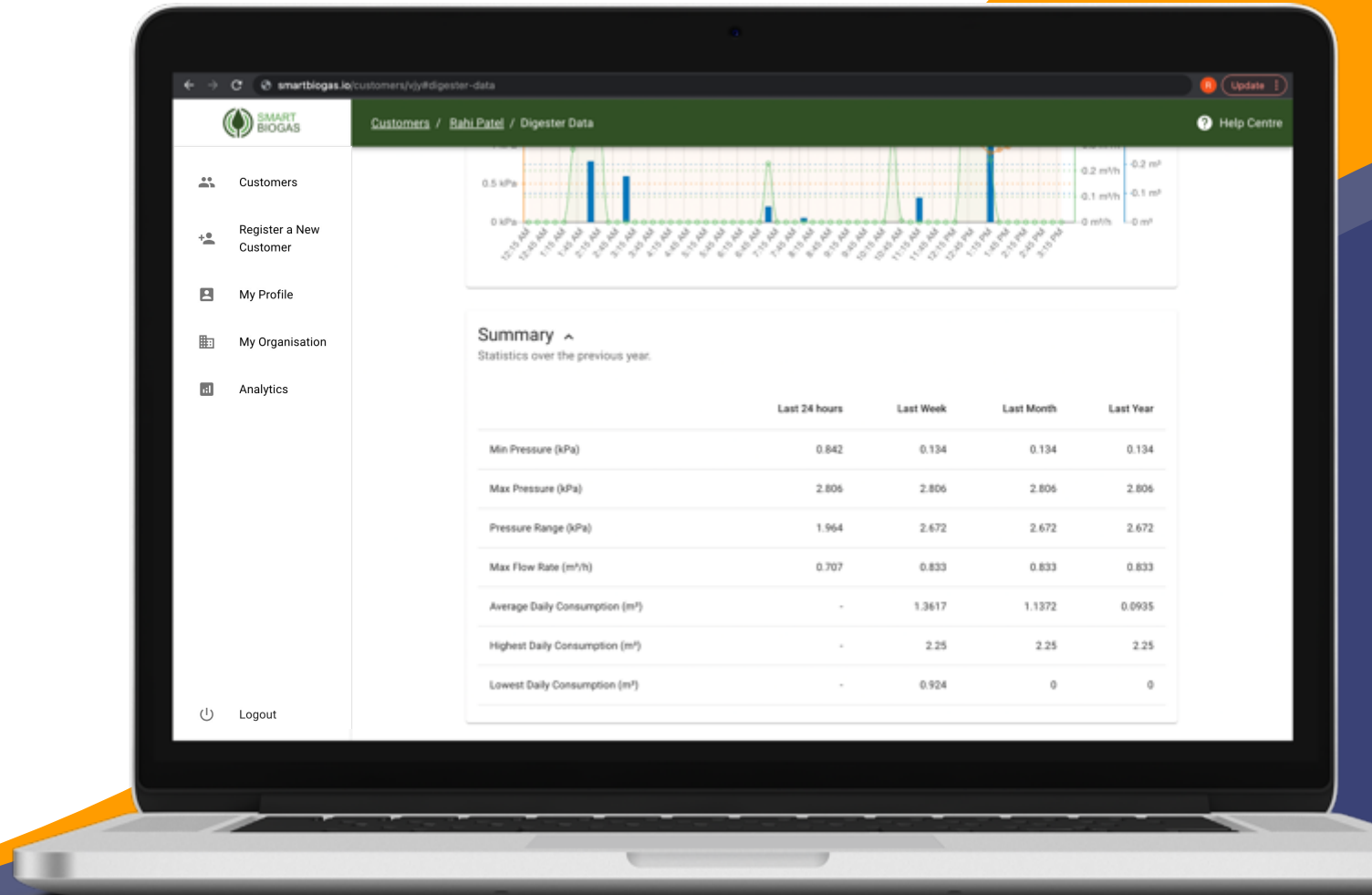There may be times when you would like to manually change a consumption figure for a biodigester, for example if flow is recorded while a technician is repairing a device.

Consumption Correction allows manual editing of consumption figures so that the data for billing and carbon reporting are accurate. Corrections are transparently recorded in a table.
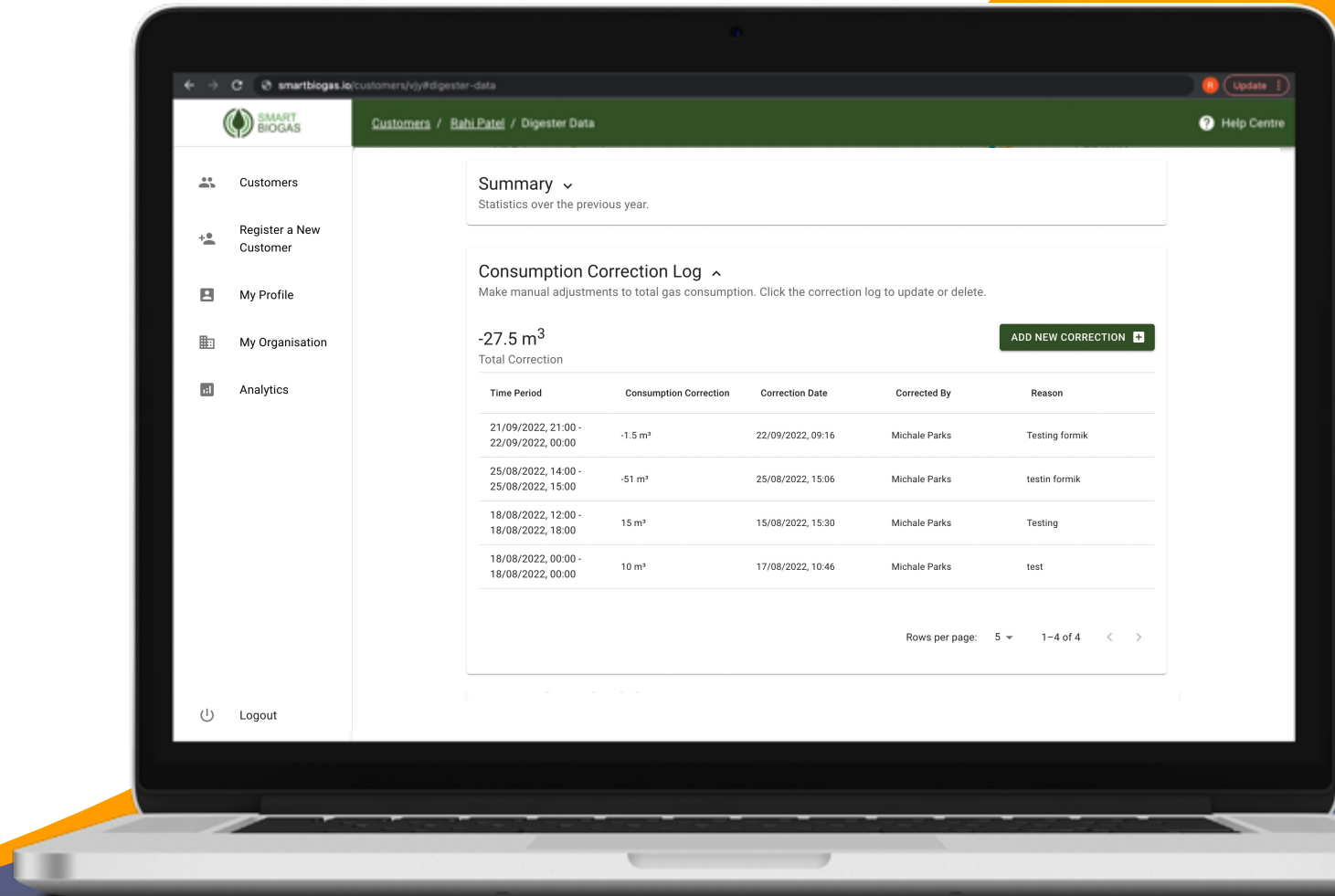
Analytics (customer)

The Analytics section of your customer provides insight about your customer's digester without you having to do anything.

You can see the amount of time and the volume of gas your customer's digester has used, vented or leaked over a given period of time.

You can see a breakdown of usage, leaking and venting events in the event history. You can download this data too.

It also provides an LPG cost equivalence to the gas that has been used, leaked or vented.
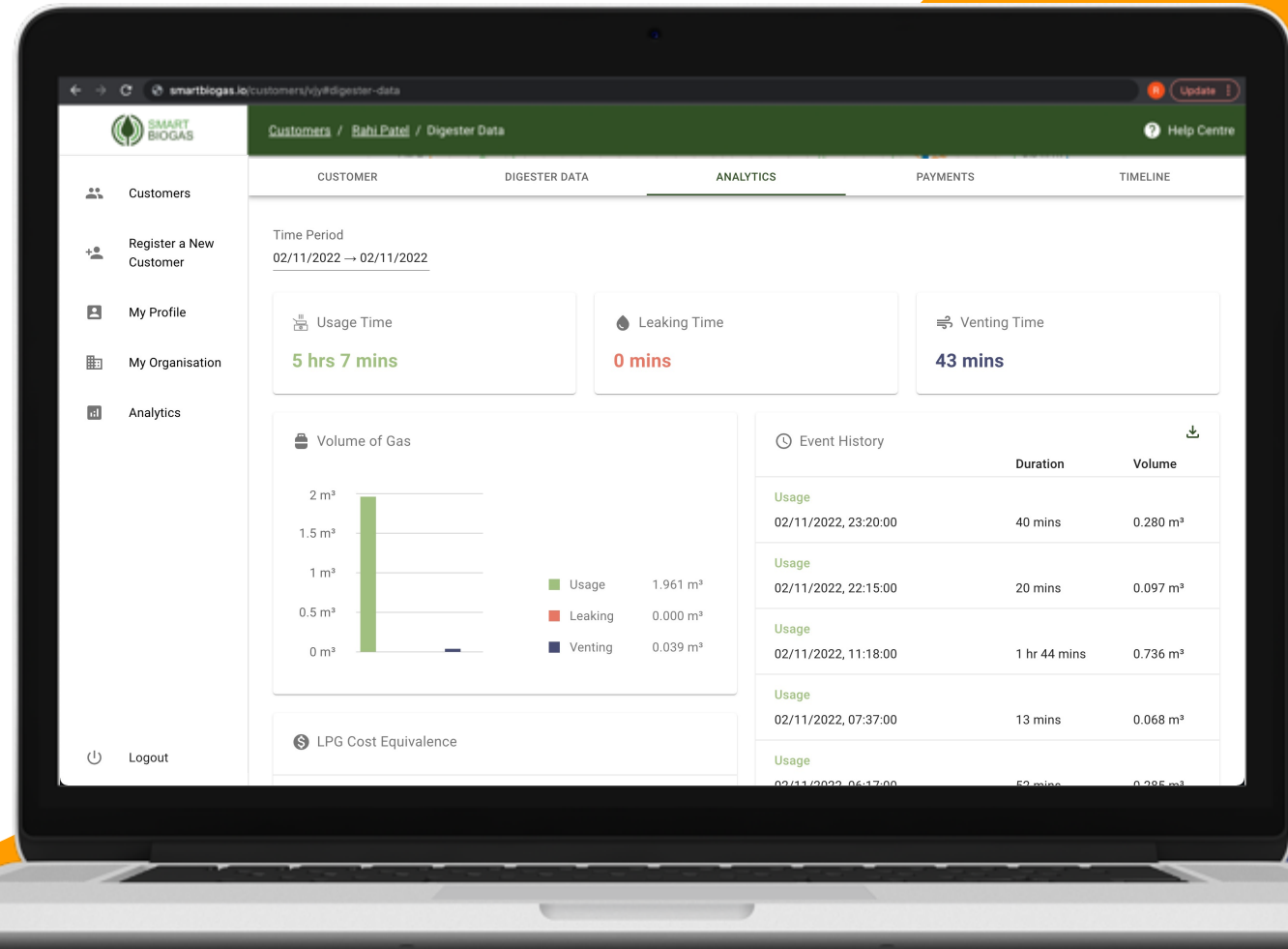
Customer Payment

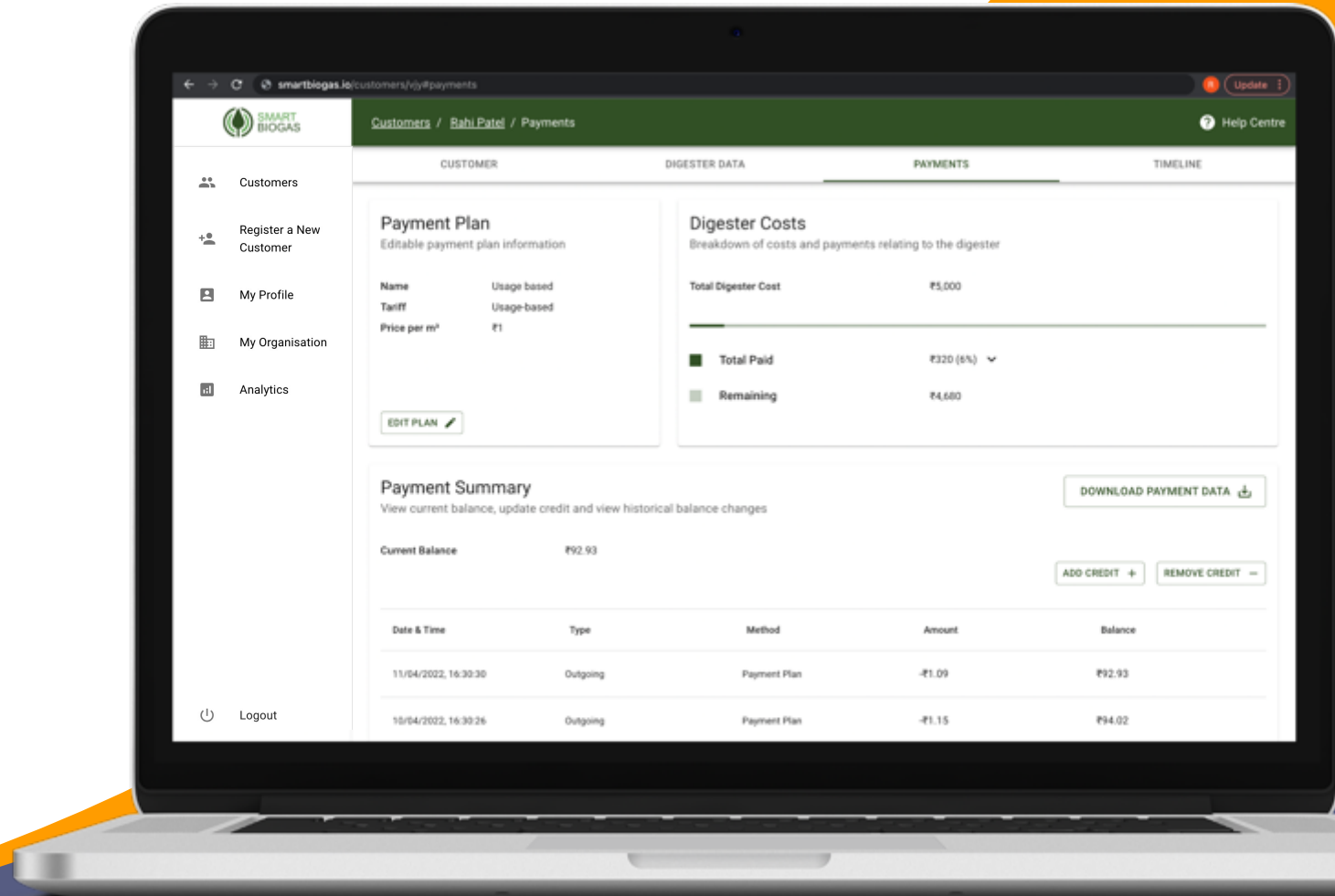If your customer is paying for their digester over time under a financing scheme, the payments tab allows you to keep track of their payment plan and the repayments they have made.

You can also view a summary of your customer's payment history, add or remove credits and download their payment data.

Timeline

When interacting with the customer or their digester, you can use the timeline feature to log notes, images and documents to record events such as issues, repairs and customer feedback. Some automated entries are created for example when you replace a customer's Smart Biogas device. This can be viewed by all your staff members.
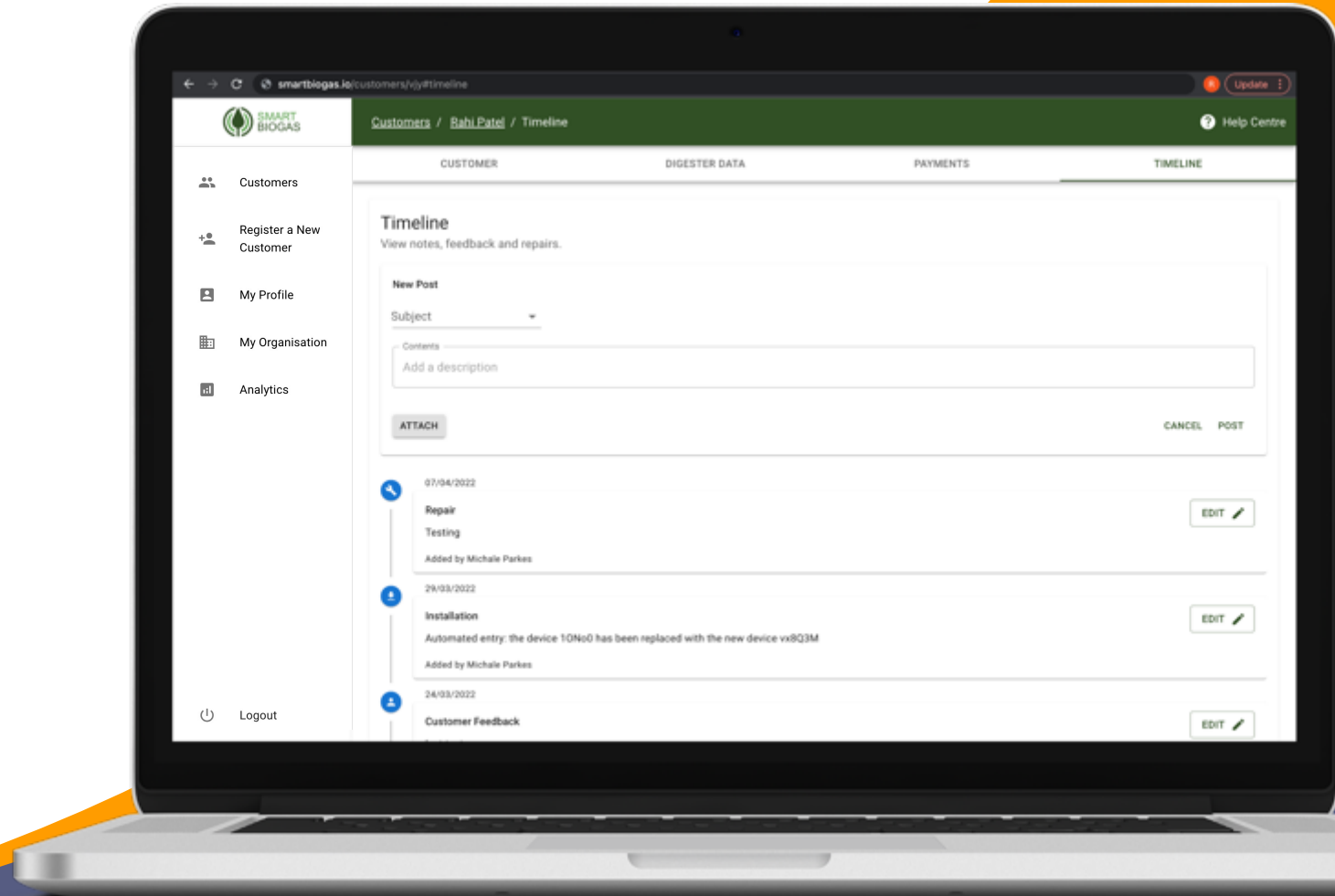
My Profile

Keep your profile details up to date so other members of your team can contact you.
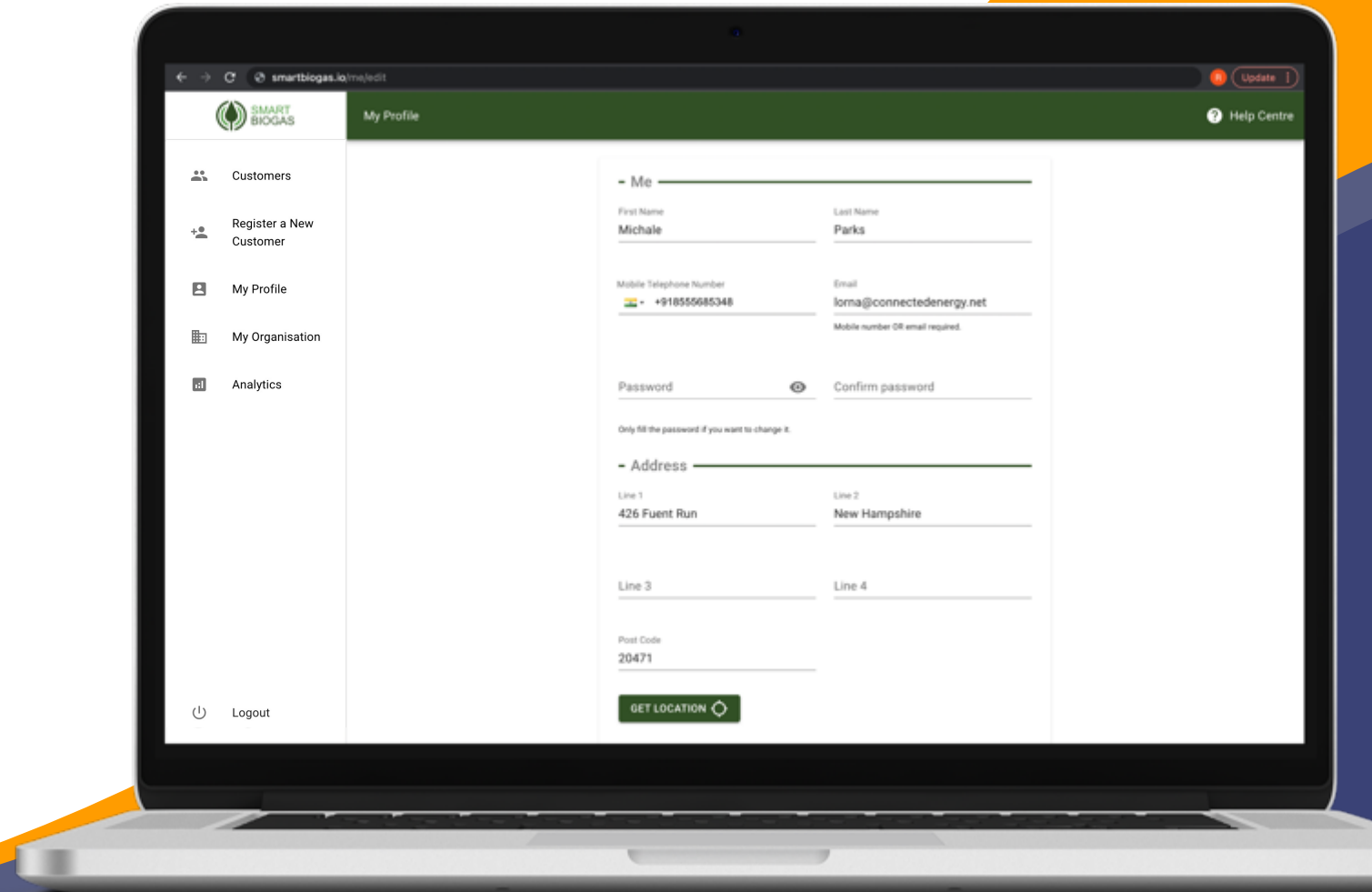
My Organisation

Profile

Under the 'Profile' tab, view and edit your organisation's profile details by filling out the following detail forms.

1. Logo
Your organisation's logo will will replace the Smart Biogas logo in the top left corner for your whole team.

2. Organisation
Keep your organisation's name up to date as this is used in communications with your customers. Changing the country will affect the currency used across the Smart Biogas platform.

3. Contact
Provide your company's contact details for Inclusive Energy to easily get in touch with you for any communication required.
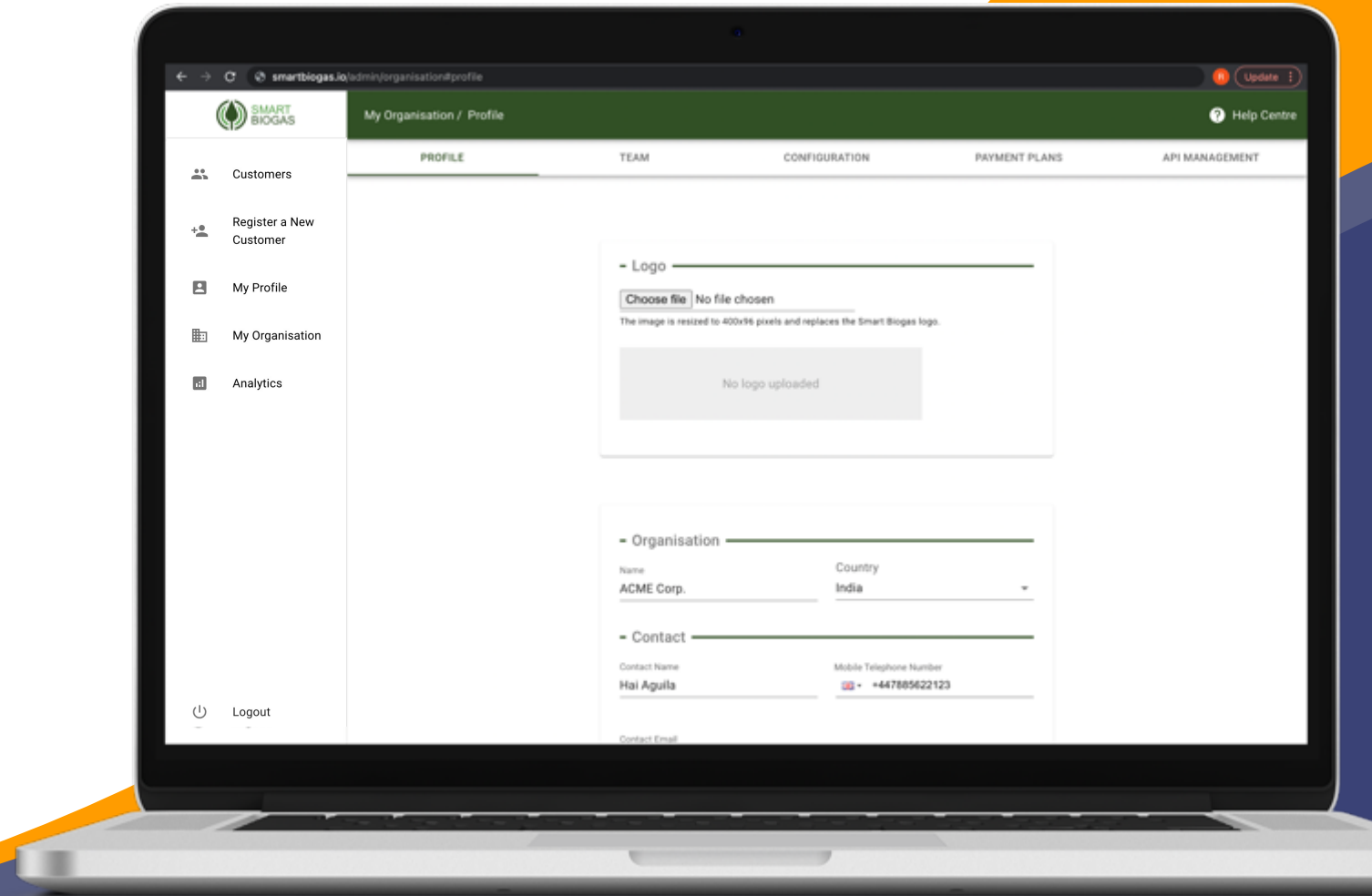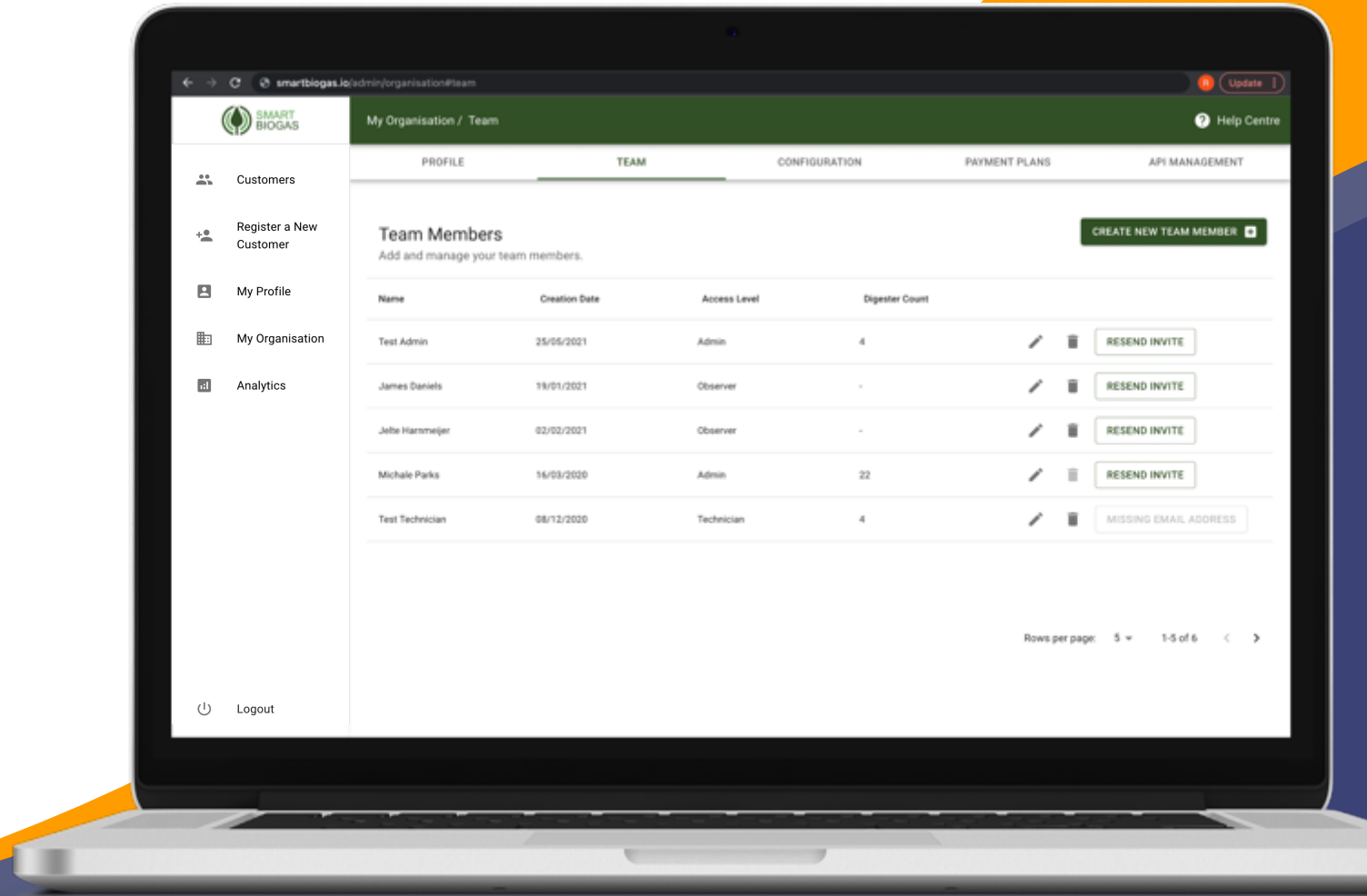
My Organisation - Team

Team

If you would like each of your team members to have their own login, you can add them to your team with different access levels.

Find out more about different types of access levels on our [Help Centre](#).
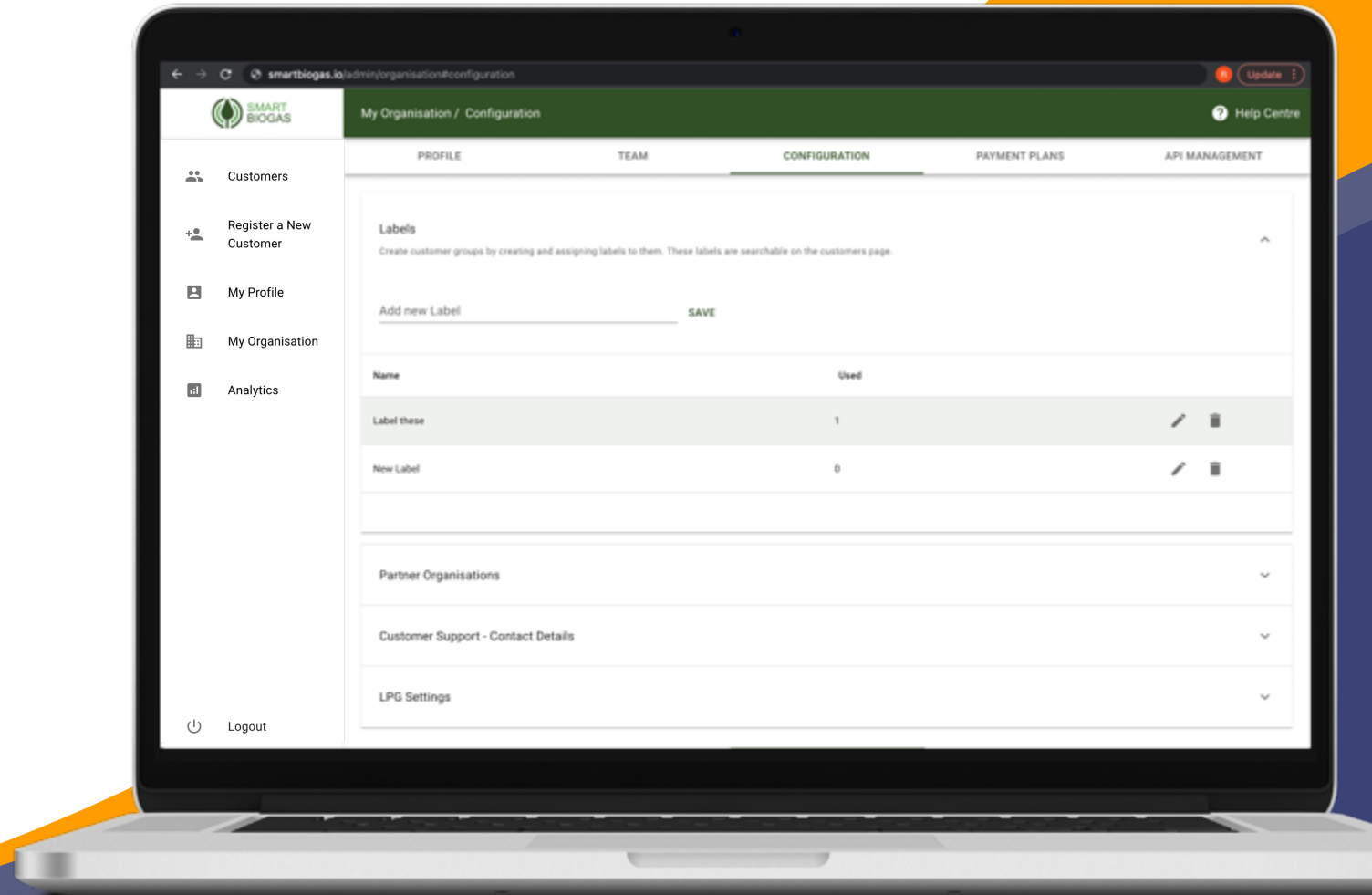
My Organisation

Configuration - Labels

You can create customer groups by clustering them together based on similar aspects like digester size, location or whatever label suits you best for that group.

In order to optimise searching, you can then search for these customers by the label name of the group on the customer page.

You can also filter customers based on labels.

My Organisation

Configuration – Partner organisation

Partner organisations can view multiple organisations, customers, digesters data and payments on one platform but can't edit any of it.

You can invite them to your platform if you are part of a program, or wish for an organisation to have oversight over your platform for another reason.
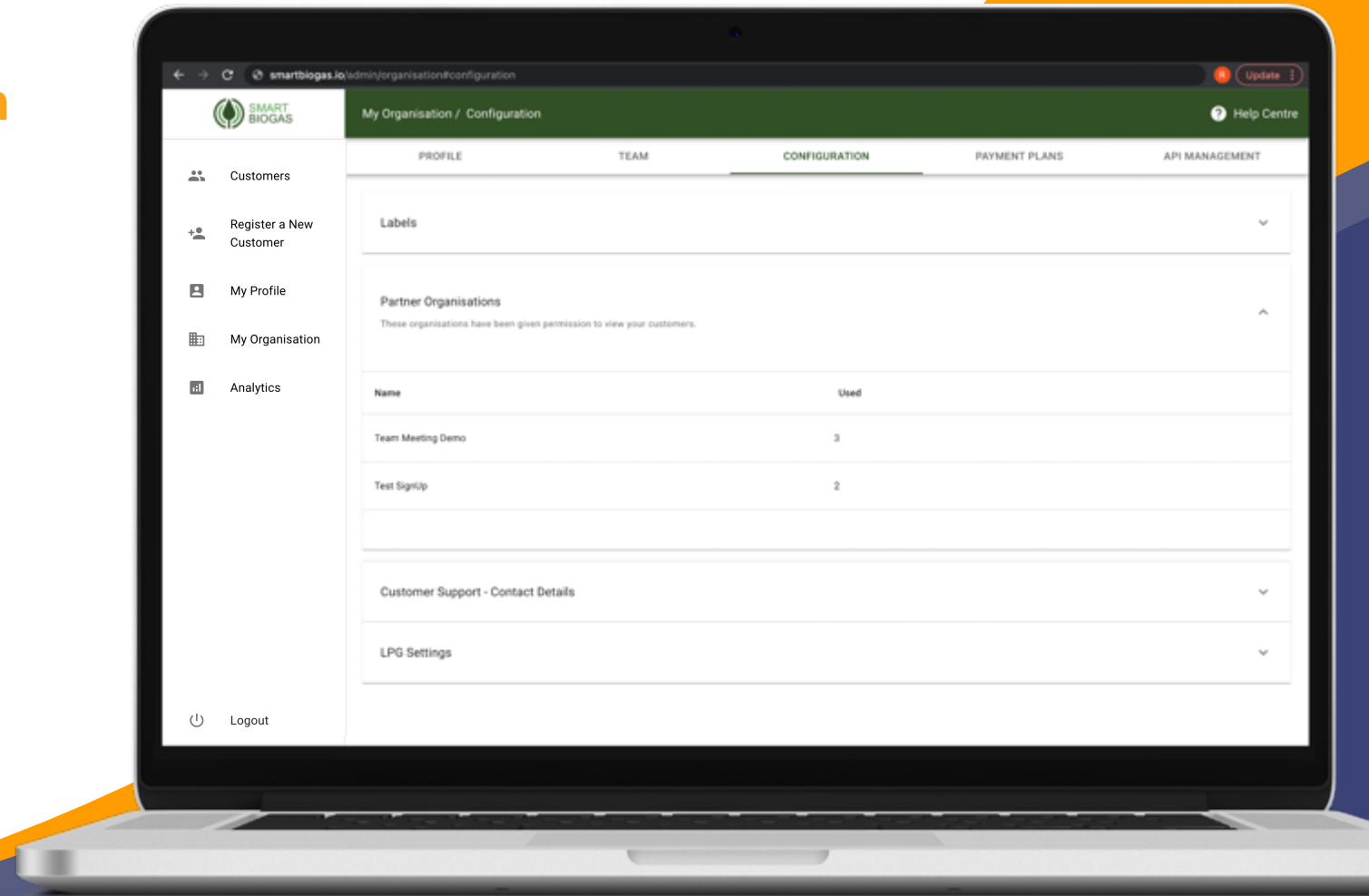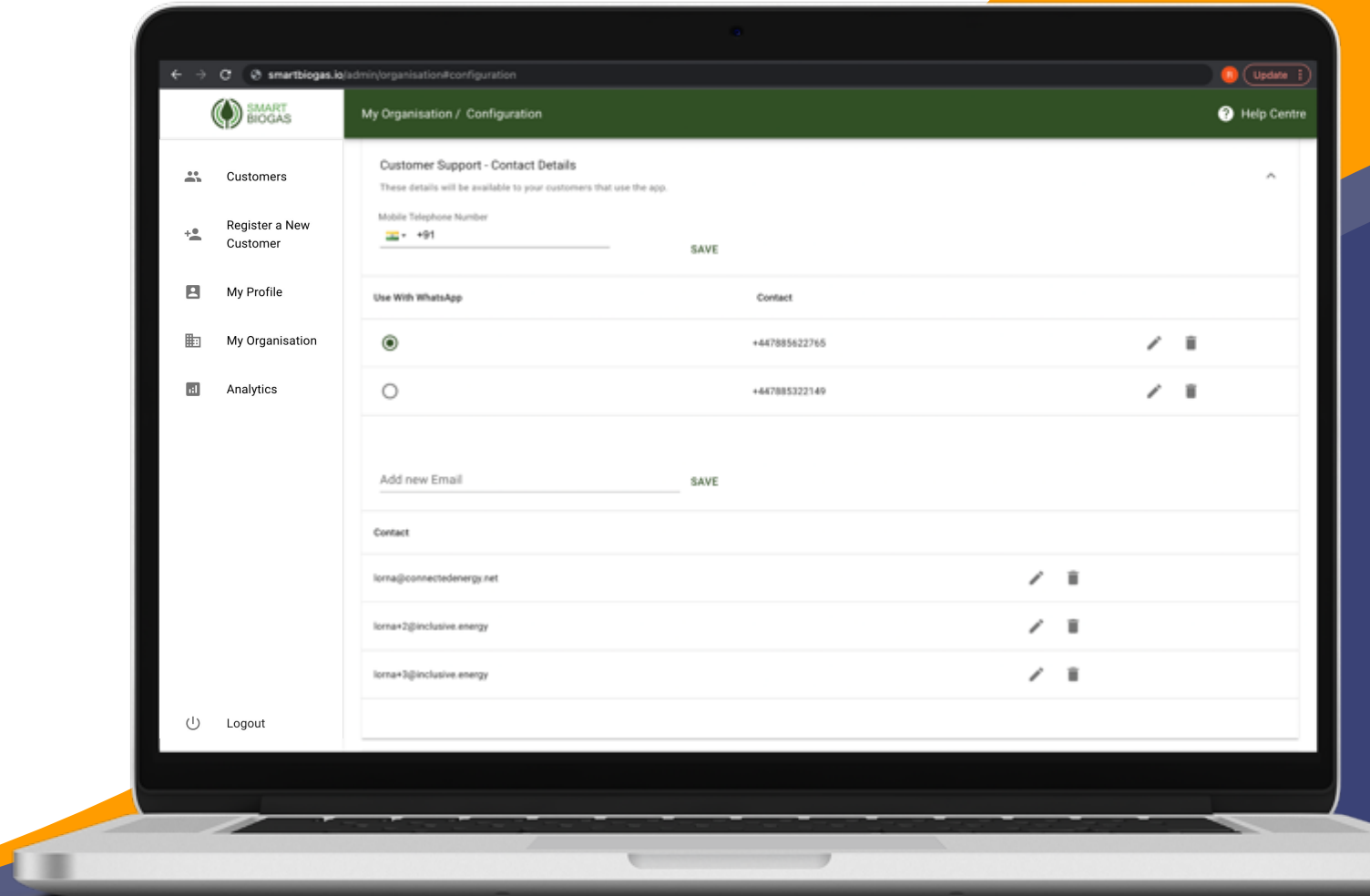
My Organisation

Configuration – Customer Support- Contact details

These contact details will be available to view on the end user application for the end users to get in touch with you for any customer support.
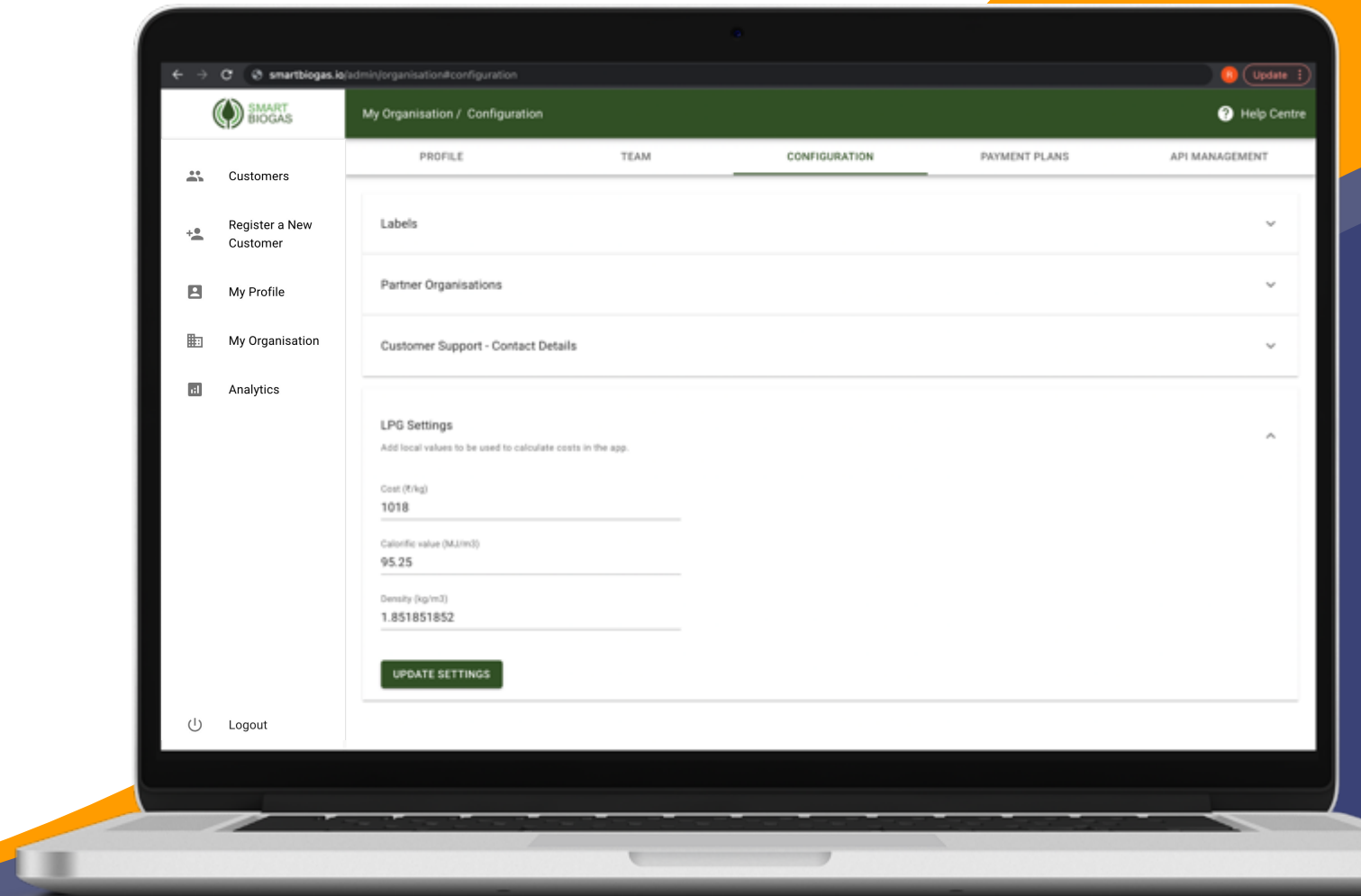
You have the option to set any of the following contact preferences for them to get in touch with you - SMS , call, WhatsApp and email.

My Organisation

Configuration – LPG Settings

Add local values to be used to calculate cost savings of biogas versus LPG in the end-user app.
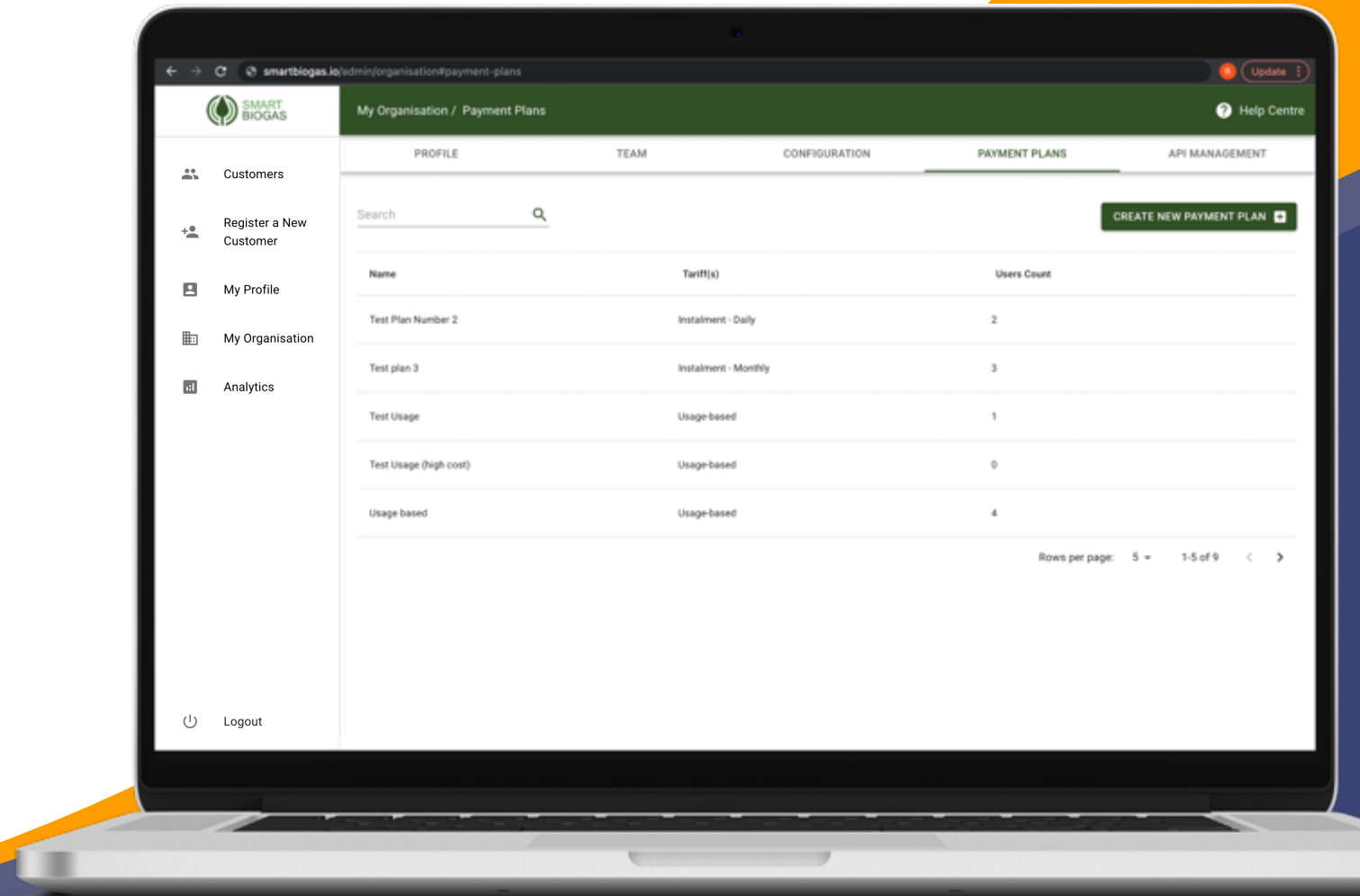
My Organisation

Payments

This feature allows you to design payment plans based on your project business model or your customer's needs. These can include time-based payment plans or per-usage type plans, and they are easily assigned to your customers.
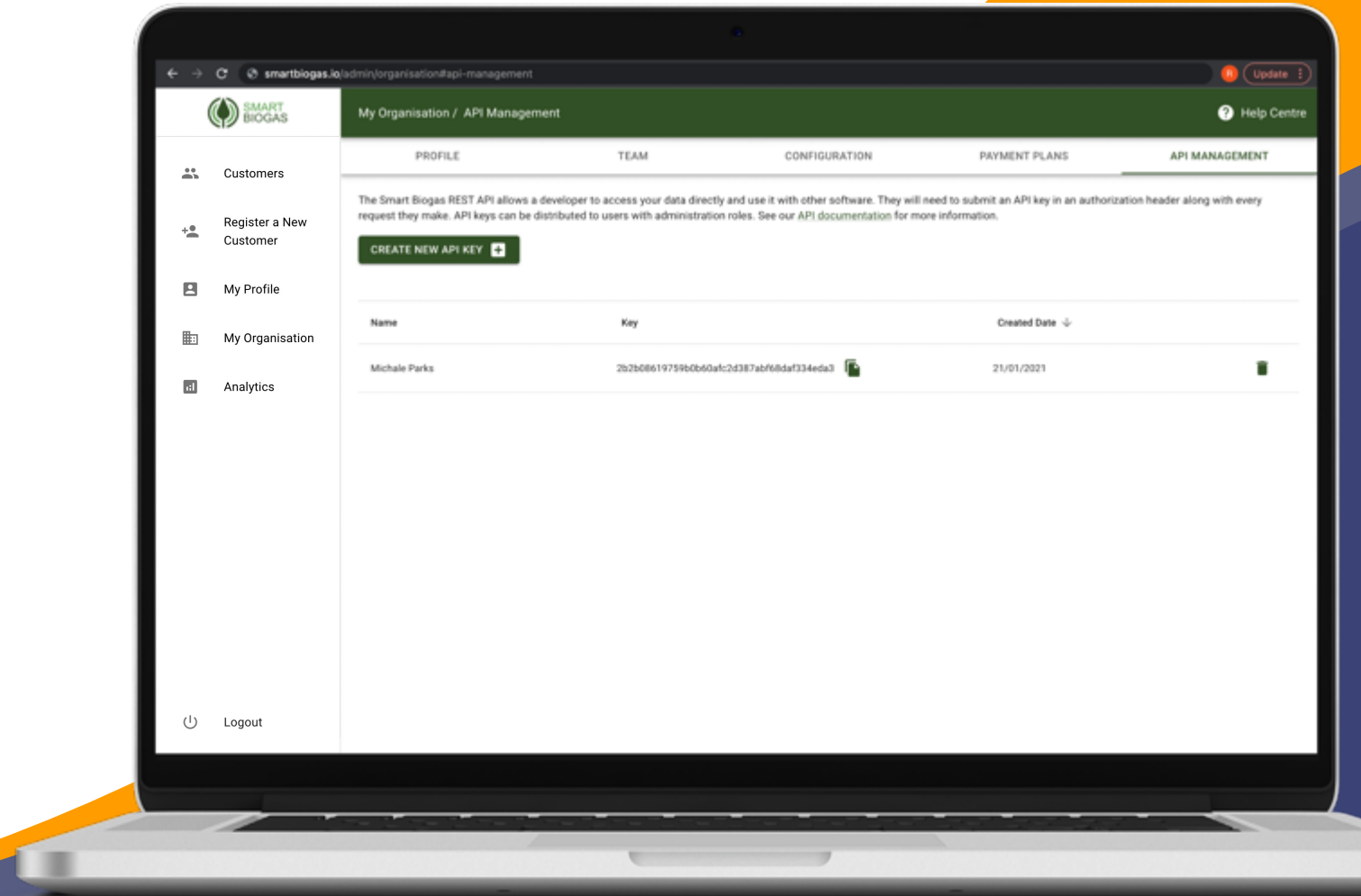
The payment platform allows you to record customers' payments, keeping financial records.

My Organisation

API Management

The Smart Biogas REST API allows a developer to access your data directly in order to use it with other software. They will need to submit an API key in an authorization header along with every request they make.

Analytics

The Analytics section gives you an overview of how many digesters, and exactly how much gas, is vented, leaked, or used over a given period of time.

It also provides a list of all the digesters in the organisation and information of its gas usage, leaking and venting. You can search for any customer or device using the search bar. You can also filter the list according to your preference. If you click on any customer, it will take you that customer's analytics page.