

# ELECTRIC METERING AT COFTON HOLIDAYS

## FAQ



### ***Why are we using an electric metering system at Cofton?***

At Cofton, we are committed to providing experiences where guests can explore nature and the local environment, but we also remain committed to protecting it. We remain strongly focused on sustainability and reducing energy consumption across the park.

### ***Why Metpow?***

We chose Metpow as our metering system, because their values and commitment to reducing environmental impact and supporting global sustainability strongly align with our own. In 2025, Metpow is automatically offsetting 100% of the carbon from every guest electricity session, so every time you connect and use metpow, you are supporting a cleaner and carbon free future.

Metpow is user friendly, quick to set up, will get you connected and helps you to understand your energy usage. At Cofton, we are committed to providing the best possible experience, so we will be able to assist you before, during or after your stay. However, with it being so easy to set up and use, we are confident that you will be able to do this without needing much help from us.

### ***How do I know if I can trust what the meter is charging me?***

Metpow Meters are MID compliant. This stands for Measuring Instruments Directive and that the meters must meet legal requirements for the EU, ensuring accuracy and reliability for fair billing and transactions. The meters you are using will have undergone rigorous testing and conformity assessments, which allow them to be legally used for commercial purposes.

### ***Why might I use more electric than I do when I am at home?***

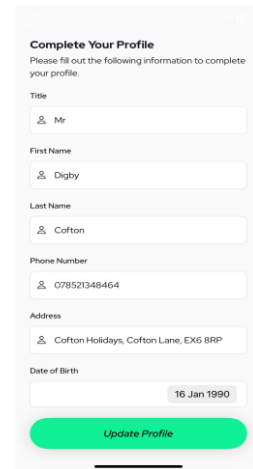
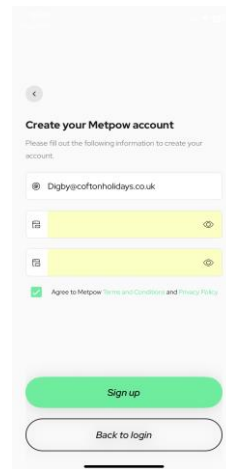
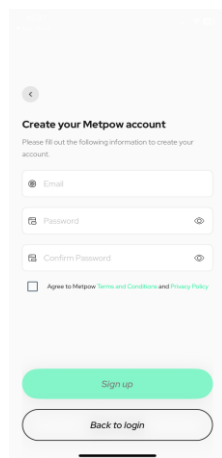
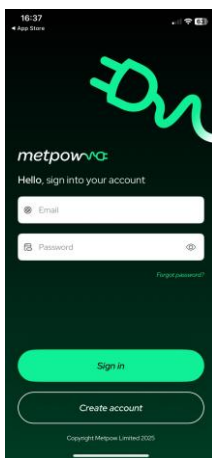
Appliances designed for households are generally more efficient than those fitted in caravans and motorhomes. If electricity is used for heating for instance, the lining of the caravan will expel heat at a much quicker rate compared to an insulated home. Caravan models are generally more inefficient than home models, due to their compact size and powerful heat exchangers/onboard heaters.

## Where can I download the Metpow system?

You can sign up for Metpow in advance by downloading the app and creating an account (available on **iOS** and **Android**) free to download from the App Store.

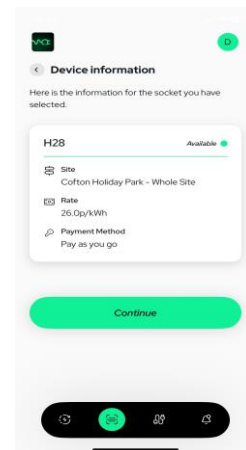
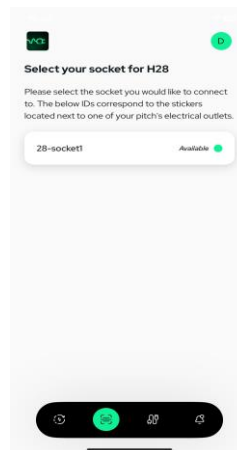
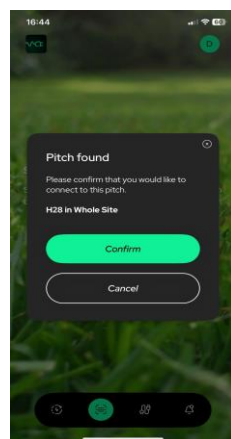
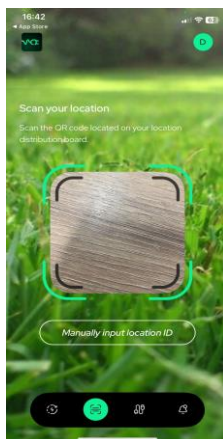


## How do I sign up for the Metpow system? (Step by Step Guide)

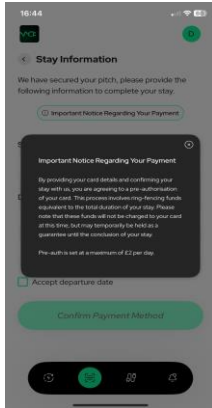


1. Create Account
2. Create Password
3. Accept Terms
4. Complete profile

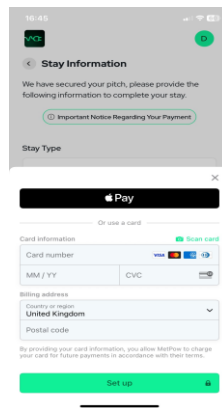
## How do I get electric on my pitch when I arrive? (Step by Step Guide)



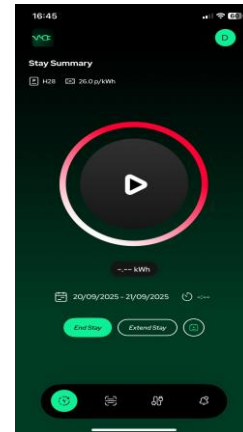
1. Scan QR Code
  2. Confirm Pitch
  3. Select Socket
  4. Continue
- (Allow camera access)



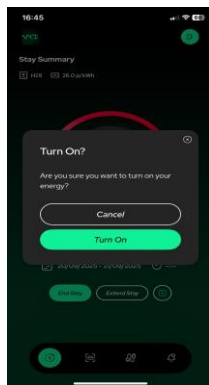
**5. Read Payment Info**  
Pre-Auth card is set to  
Max £2 per day.



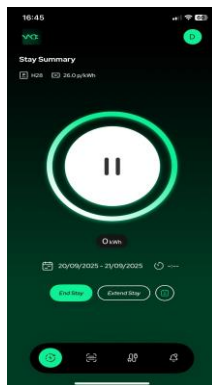
**6. Fill in Card details**  
or use apple or google  
pay. (Input departure date)



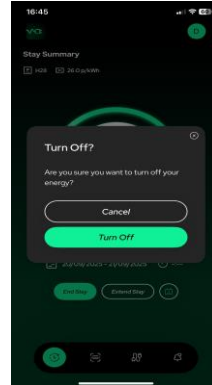
**7. Press play to turn  
power on.**



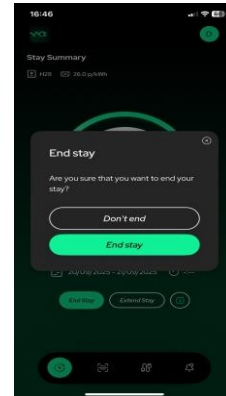
**8. Press Turn On**



**9. Circle green  
(Power On)**



**10. Press pause,  
turn off .**



**11. You Must end  
stay on check out**

***What happens if I have no electricity after starting a session?***

If you have no electricity after starting your session it might be that you have not connected to your socket properly. End your stay and restart the process above, following the steps. If you still have issues getting power, please make sure you check that the following;

1. Is the lead you're using in working order? Is the lead plugged in correctly?
2. Is the electrical unit in your caravan, motorhome or campervan turned on?

3. Is the RCD or main switch visibly on at the electrical unit (Please ask Reception)
4. Has your stay started correctly in the app? Please make sure that your session isn't paused.
5. If you have tried all of the above and you still don't have power to the pitch, please see us in Reception and we will do everything we can to help you.

### ***Where are my card details stored?***

Metpow will only store card details provided to them when a customer is setting up an account. Please refer to the Metpow Privacy Policy. Metpow servers will not store any card details, and this is carried out by Stripe, which is an international banking platform.

### ***What if my pitch number is not available in the app?***

This could mean that the previous user's stay has not been ended yet and they have left or they are still plugged in. Please attempt to try again or head to Reception, who will be more than happy to help you.

### ***Can I pause my session?***

You can pause your session in the metpow app. On the homepage you will notice a pause symbol towards the bottom of the home screen. Hit this button and it will turn off your electricity. You may want to do this to reduce spend or if you are heading out for the day. Nobody will be able to log on to your pitch if you go out or pause your session as your stay will still be active until your departure date. Hit the button again (play button in the circle) to turn the power back on.

### ***Is the payment portal secure?***

Yes! Metpow use Stripe for all their transactions, who are an international online banking platform that protects sensitive card information, adhering to PCI & DSS standards.

### ***What do I do if my electricity has turned off mid stay?***

Metpow will not turn your electricity off part way through your stay unless it has been instructed to do so through office communication or communication within the app. If a switch off command hasn't been sent to the meter, please check your cable has not become loose or the post has not turned off due to a power cut or fault. (Please ask Reception for further help if required)

### ***Can I end my stay early?***

Yes. Please let us know at Reception and ensure that you have ended the session within the app. You must remember to do this, so the socket is available for the next person to use.

### ***What do I do if I move pitches or want to extend my stay?***

If you want to move pitches you will need to end your stay in the app to ensure that you become disconnected from the socket on your current pitch. You will then need to scan the QR code on the new pitch that you have moved to and preauthorise your card again.

You will be charged for any electric that you have used on the pitch you are departing and then charged again for any electric you use on the pitch you have moved to on departure. If you want to extend your stay, end session and start a new session with the new departure date.

### ***What if I don't have a smart phone and can't download the Metpow app?***

Please let us know in Reception and we will be able to manually start a session for you and take a payment amount. If you pay for electric in this way, you will not be able to monitor your usage and you will need to come to Reception for any refund of any monies left over on account on departure.

### ***What do I do if my phone is blocking the Metpow app after scanning the QR code?***

If the Metpow app is blocking the app after scanning the QR code, make sure that you have allowed your camera access to metpow in your phone settings. Once you have done this, it should stop blocking and allow you to continue.

### ***What is the pre-authorisation process and how does this work?***

Metpow will preauthorise your payment card to ensure that there is a sufficient balance to pay for any amount owed at the end of their stay. The value which is secured/ held is handled by stripe and will vary depending on the length of stay and cost of electricity. The preauthorisation is handled by stripe and therefore it will appear on your account under the name of Cofton Holidays. The value is held only and not physically taken. It will be charged at the end of the stay on departure depending on the amount of electricity that has been used.

Please be aware there is a 30p plus 3% charge at the end of your stay to cover Metpows administrative costs.

Electricity is charged in accordance with OFGEM guidance at 0.30p per Kwh. You will be charged for the electricity you use and please be reassured that it is not legal for any company to make a profit by providing guests with electricity.

***Do you have any tips for keeping my electric usage low?***

1. *Using renewable energy sources*
2. *Turning your electric off at different parts of the day or when you are not in your unit.*
3. *Not keeping your heating on for long periods of time.*
4. *Using gas where possible.*
5. *For water heaters and electric heating- try to use timers rather than leaving them on constantly.*

***What devices and equipment are likely to cause high usage of power?***

- Air fryers
- Wet floor heating
- Water heaters and electric heating – use timers rather than leave on.
- Fridges & freezers – use gas rather than electric where possible or to turn down a fraction where it is possible to do so
- Kettles & hair dryers

Generally, all devices that produce heat or cold are high energy producers.