



**DOMINO**  
PLAY THE ENERGY SAVING GAME

## **D4.1 Frequently Asked Questions**





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Abstract	

### Dissemination level of this document

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v.04			





## **Introduction:**

This document shows the FAQs that have been gathered during the pilot tests of the DOMINO app and hardware as well as questions that Plugwise expects due to experience with smart plugs marketed to regular Plugwise costumers. The FAQs are going to be translated in all the project languages, extended if needed and added to the FAQ-section on the website.

## **Registration**

*Is there an age limit for taking part in the DOMINO Challenge?*

- DOMINO is created for people between 28 and 49 years of age. However, we will not exclude you from the Challenge, if you are younger or older - for legal issues, you have to be at least 18.

*Can I change my registration email address?*

- No, not during the cycle, i.e. your three months of participation in the Challenge, because you will receive emails from us to indicate your savings.
- If the participant is not yet in his own cycle, the email address can only be changed by notifying the DOMINO Administrator by mail with the new information.

*Are there any costs for taking part in the Challenge?*

- Taking the Challenge is completely free of charge. You can even save some money if you manage to save energy!

*How can I withdraw my registration?*

- In case you wish to withdraw your registration, we request you contact the local DOMINO partner organisation in your region and inform them that you wish to withdraw.

*Do all members of a household have to sign up?*

- The DOMINO Challenge is a game between *teams of households*, out of which only one member per household can register. However, it is important to involve your flat mates or family members to help your team to win! Share your insights and saving tips with them.

## **Team building**

*How can I invite new team members?*

- You can invite new team members via the app. This is possible up until the total team is formed (5 team members)

*Who can participate in the Challenge?*





- The Challenge is open for people living in Berlin, Brussels or Naples, who are at least 18 years old and own a smartphone or tablet computer. Moreover, players should be tech-savvy and like playing team games. Having a Facebook account is also helpful (but not a must) since some useful information will be shared on Facebook.

#### *Can I participate with a team of less than 5 players?*

- To take part in the Challenge, all DOMINO teams have to consist of exactly 5 players. However, your team does not have to be complete right from the start. Just make sure, you will find the next player before your cycle ends. The next player then has to find a next player, and so on until a total number of 5 players are registered.

The team leader can also add more than one player to the team, and the player afterward as well. For example, the team leader adds one player, the next player adds two players (the team then has four players) and then one of them will find the last one.

#### *How do I add a new member to my team?*

- You can add new team members via the DOMINO app. Just go to the "DOMINO team" section and select "add new team member". You have to insert the corresponding email address and an invitation email will automatically be sent to the respective person. They then have to register online at [www.dominoenergy.eu](http://www.dominoenergy.eu) before joining your team.

#### *When will my cycle start?*

- There are 5 different starting dates depending on your position within your team. To find out about your personal starting date, please refer to the cycles overview on the Domino website (Challenge part, under the button "DOMINO Dates and Cycles") Make sure you have the DOMINO system and the app installed before your cycle starts.

#### *What shall I do during the first month of my cycle?*

- During the first month we will measure your typical energy consumption in order to set the baseline. So don't change your energy-using habits. Use this time to check out the DOMINO app functions and start monitoring your electricity consumption in the "stats" section. Please do not forget to fill in the information in your settings page and in the devices section.

#### *What shall I do during the second and third month of my cycle?*

- During month #2 and #3 it's time to save energy! We will provide you with energy-saving tips, and you can monitor your success via the app and send us your feedback. If your team is not yet complete, look out for a next player too

#### *What happens if a team member does not pass on the DOMINO box to the next player?*

- Each player has 7 days to pass on the DOMINO box. Not being in time will break the chain and ultimately lead to disqualification, i.e. your team cannot win the Challenge anymore. So stay in contact and remind each other to pass on the plugs to the next team member. Of course, we will also remind you via email/the app, if you allow for push notifications.

#### *Can I exchange my turn with someone else from my team?*





- Yes, within the team individual members can change position. This has to be discussed and agreed upon within the team. The new sequence has to be communicated to the DOMINO Administrator.

## The DOMINO box

### *What does the DOMINO box contain?*

- In the DOMINO box you will find 6 Smart Plugs, the DOMINO Stretch, a cable to connect the Stretch with the power outlet, and a LAN cable to connect the Stretch to your router. Furthermore, it contains a manual, a welcome letter and some door hangers to invite your neighbours to the Challenge. Before passing the box on, make sure everything is in there (except the door hangers you have used).

### *When will I receive the DOMINO box?*

- If you are the first player, you will receive the DOMINO box approximately one week before the first cycle starts. Player #2 to #5 will receive the box 14 to 7 days before their cycle starts from the previous player (Please check this on the DOMINO website [www.dominoenergy.eu](http://www.dominoenergy.eu) on the Challenge page, under the button “DOMINO Dates and Cycles”).

### *When do I have to pass on the DOMINO box?*

- Each player has 7 days to pass on the box to the next player (after their cycle ends). The last player has 14 days to return the DOMINO box to the local DOMINO organisation using the postage label available on [www.dominoenergy.eu](http://www.dominoenergy.eu). For the exact dates please refer to the cycles overview (under the button “DOMINO Dates and Cycles”).

### *How do I pass on the DOMINO box?*

You decide how to pass on the box! However, make sure the next player receives the box at least 7 days before his/her cycle starts. We suggest you hand it over while having a cup of coffee and a nice chat ;). When you are the last player, please use the postage label ([www.dominoenergy.eu](http://www.dominoenergy.eu)) to send the box back to your local DOMINO organisation - this is, of course, free of charge.

### *How do I return the DOMINO box to my local DOMINO organisation?*

- For returning the box, please download the postage label from the DOMINO website– it will be available once the Challenge is over. Then print it, stick it on the box and bring it to the next post office for free shipment to your local DOMINO organisation. If you prefer to bring the box directly to your local DOMINO organisation, please contact us in Berlin ([domino@adelphi.de](mailto:domino@adelphi.de)), Brussels ([domino@environnement.brussels](mailto:domino@environnement.brussels)) or Naples ([aneastaff@tin.it](mailto:aneastaff@tin.it)) to make an appointment.

### *Who is my local DOMINO organisation?*

- There is one local partner organisation responsible for the DOMINO Challenge in each city:
  - adelphi ([domino@adelphi.de](mailto:domino@adelphi.de)) in Berlin,
  - Brussels Environment ([domino@environnement.brussels](mailto:domino@environnement.brussels)) in Brussels and
  - ANEA ([aneastaff@tin.it](mailto:aneastaff@tin.it)) in Naples.





## Prizes

### *How do I win a prize?*

- Among all teams who have successfully participated in the Challenge, we will reward 3 teams in each region with a prize. We will choose those teams with: 1) the highest total amount of kWh saved, 2) the highest relative amount of kWh saved, and 3) the highest amount of interaction on the app (clicks on feedback buttons).

### *How can I find out if my team won the DOMINO Challenge?*

- If your team is among the winners, you will be informed about this by email. We will also announce the winning teams (i.e. the team names) on the DOMINO website and on Facebook.

### *Where can I see my team ranking?*

- The ranking will not be visible during the challenge, but we will show some outstanding team performances on the DOMINO website to give you some means of comparison.

### *What is the prize?*

- Winning teams will receive vouchers worth €500 (€100 per household), which can be used in online and offline stores that offer (electronic) equipment which can be used to save resources.

### *How will I receive my prize?*

- You will receive your prize via email or postal mail in form of vouchers.

### *Where can I redeem my voucher?*

- For Berlin you can redeem your voucher at <https://www.gruenspar.de/>,
- For Brussels you can use it in a network of more than 10 000 shops - <http://bit.ly/ecopassbxl>,
- For Naples you will be able to shop in a store selling electronic appliances

## The DOMINO app

### *What does it mean if my devices are disconnected (device marked with an "x")?*

- This could mean the plugs are out of range in the wireless network that is formed between all the plugs. Try to have them quite close to each other (5 to 10 meters range) with the first one close to the Stretch. Please wait several minutes for the network to be established.

### *When do I have to use the reset function?*

- The reset button in the app can be used to remove all existing usage data from the Stretch, including names of appliances etc. This can be done before passing on the DOMINO set to the next participant.





*How can I control my devices remotely?*

- The devices can be controlled remotely with the DOMINO app.

*Do I have to be connected to my private WiFi to monitor my devices' consumption?*

- No, only during the installation process will you need to be on the same Wi-Fi. Afterwards, the Stretch is connected to the internet and you will be able to monitor the devices from outside the house.

*Will I have access to my electricity consumption data after my cycle?*

- At the end of the cycle, the participant will receive an e-mail with an overview of the consumption of each individual device (consumed during the cycle). But you will not see the consumption data in the app anymore.

*What can I do, if the devices and stats information of the previous player are visible in the app?*

- If you see data of the previous player, he or she probably forgot to reset the Smart Plug system before passing it on. Please reset the system as soon as possible (best before starting your own cycle). For this, go to the left sidebar of the app, there you will find the "reset" function. After resetting all information from the previous player should be gone.

## **Installing the DOMINO system**

*Can I use the DOMINO system without private Wi-Fi?*

- The Wi-Fi network does not have to be private, as long as your Stretch and phone are connected to the same network all should work.

*Which number on the Stretch is the Stretch ID?*

- The combination of 8 letters.

*What is the maximum distance between the DOMINO Stretch and the grey plug, that I have to plug in first?*

- The maximum range should be no more than 5-10 meters. Take 5 meters to be sure.

*What is the little black button on the Stretch for?*

- The little black button is the system reset button. When pressed three times in a rapid manner, it will allow the Plugwise help desk to have access to the set (Stretch and plugs) to help with analysing possible problems.

*What to do if my Smart Plugs are not recognized (visible in) by the app?*

- All the plugs are pre-configured so they know to form a network together. The Stretch will know the plugs and when the connection with the app is made the app will then know the plugs.





*Will there be data confusion if my neighbour takes part in the Challenge at the same time?*

- No, there won't be a problem. Your Stretch and Smart Plugs form a secured network that cannot be confused by your neighbour's network. Please ensure that your household is connected to your proper Wi-Fi network.

*Can I use adapters with the Smart Plugs?*

- Of course, you can. The Smart Plugs function like a normal socket in which all adapters and other electrical connectors can be placed.

*What to do when I do not have 5 of the recommended appliances at home?*

- You can select other appliances that you often use or are curious about.

*Can I use the Smart Plugs for built-in devices (e.g. washing machine, dishwasher, fridge)?*

- The ability to connect a built-in device depends on the accessibility of the power socket. Before you start moving your furniture, check out where your power socket is - it might not be hidden behind the appliance.

*What is the devices' maximum power supported by the Smart Plugs?*

- Max rated power: 3.680 Watt
- Max current: 16 A

For example: you cannot plug a washing-machine and a dryer to one smart plug and use them at the same time. The maximum rated power and/or the maximum current may then be exceeded and the smart plug will switch off and put itself in security mode.





## Using the DOMINO system

*How much electricity do the Smart Plugs and the Stretch consume themselves?*

- The plugs are using very little consumption, due to the use of a low consumption radio communication ZigBee. The energy consumption of the DOMINO set is around 6 Wh.

*When does it make sense to replace an appliance with a more efficient one?*

- We recommend replacing large appliances which are frequently used, such as your fridge, washing machine, dryer and dishwasher, when they are older than 5 to 10 years (depending on their energy efficiency class). For personal advice, please contact a local retailer or energy consultant.

*Can I temporarily unplug a device connected to a Smart Plug?*

- Yes, that is possible. The system remembers the earlier device and consumption.

*Can I temporarily switch off my router during my cycle (e.g. at night times) or does this prevent measuring my energy consumption?*

- When the router is switched off the energy consumption will continue to be registered on the plugs and will be stored in the Stretch as well.

## Data protection

*Where is my personal data stored?*

- Your personal data is stored in a separate secure data hosting server that is managed by the DOMINO administrator of Plugwise.

*Where is my usage data stored?*

- The usage data is stored in a secure data server hosted by Amazon.com in Ireland.

*Do any third parties have access to my usage or personal data?*

- No third parties will have access to your usage or personal data.

## Legal issues

*Who is responsible for any damages to the DOMINO system?*

- Plugwise will deliver new and fully functional hardware. The packaging is such that the Stretch and plugs are protected against damage during transport. Outside damage to Stretch and plugs can only be user induced. If you detect damages on the equipment, please inform us through the contact form of the website – there will be no penalties for you.





*Is there insurance for any damages related to the use of the DOMINO system?*

- Plugwise has no insurance other than transport insurance as given by the transport company.

*Is there a European certification of the Smart Plugs?*

- The Plugwise set, gateway and plugs, are CE certified.

### **Leave the Challenge**

*Can I leave the DOMINO Challenge after registration is closed?*

- You can leave the DOMINO Challenge at any time.
  - If it's during your cycle, your team will be disqualified. You will be asked to return the smart plugs system to your local partner.
  - If it's before your cycle starts, contact us with the contact form and we will remove you from the team you are in. Please contact your team letting them know that they should invite another team mate. Please be aware that if a team member is not ready to start at the start date of the next cycle, the team may be disqualified.

*How can I delete my account?*

- You cannot delete your account. It will be deleted automatically by the DOMINO Challenge administrator at the end of the DOMINO Challenge and after the awarding of the prizes. If you want your data deleted beforehand, you can contact the data protection officer Mr. Theo Vroege (t.vroege@plugwise.com).

*Who is funding the DOMINO Challenge?*

- The DOMINO project is funded by the European Commission as part of the Horizon 2020 research and innovation program.

*Who is responsible for the DOMINO Challenge?*

- The project team consisting of 6 partner organisations in different European countries is responsible for the DOMINO challenge. Please visit [www.dominoenergy.eu/project](http://www.dominoenergy.eu/project) for more information.

*Who is the manufacturer of the DOMINO system?*

- The DOMINO system is provided by Plugwise BV. Please find out more on [www.plugwise.com](http://www.plugwise.com).

