

## Manual for the Use of the Online Meter Access Service and ICP Reconnection

This document explains in a simple way how to use the online meter access service and the reconnection of the ICP (Power Control Switch).

It is aimed at people who have an electricity supply with a remotely managed meter and wish to:

- **View their meter data in real time.**
- **Check their consumption and power used.**
- **Reconnect the ICP remotely when it has disconnected due to excess power usage.**
- **Schedule automatic queries to the meter.**

Each section describes what you can do, what it is used for, and the steps you need to follow.

### 1. What is this service?

The Online Meter Access service allows you to check, via the internet, real-time information about your electricity supply and operate the ICP (Power Control Switch) when it has disconnected due to exceeding the contracted power.

With this service you can:

- **Check the status of the ICP (connected or disconnected).**
- **Reconnect the ICP if it has disconnected after exceeding the contracted power.**
- **View the instantaneous power you are using at that moment (kW).**
- **Check the accumulated energy consumption (kWh).**
- **Schedule one-off or periodic meter queries (up to a maximum of 7 days).**
- **Save the results of the queries to review them later.**

### 2. Important requirements before using the service

The service only works correctly if your meter is a remotely managed meter. This means that it can be communicated with remotely.

In some cases, the meter is not remotely managed and the ICP is still a mechanical switch inside the electrical installation of your home or premises. If this is your case:

- It is possible that the service will not display data correctly.
- You will not be able to reconnect the ICP remotely from the application.
- You will need to check the physical switch in your home or electrical panel and reset it manually.

If you have any doubts about whether your meter is remotely managed, we recommend confirming this with the distributor.

### 3. Access to the service and main screen

When you access the service, you will see a main screen with the most relevant information from your meter.

On this screen, among others, the following data are shown:

- **Current active energy totalizer of the meter (kWh):**  
Total energy consumed up to that moment.

- **ICP status:**

Indicates whether the ICP is connected or disconnected.

- **Current instantaneous power (kW):**

Power you are using at the time of the query.

- **Contracted power:**

Maximum permitted power before the ICP disconnects due to excess consumption.

You will also see buttons and tables that help you consult and understand your data.

Current active energy totalizer of the meter kWh	Total energy consumed (kWh).
ICP status	Indicates whether the ICP is connected or disconnected
Current instantaneous power (kW)	Power used at the time of the query
Contracted power	Maximum permitted power before the ICP trips

Tu consulta de contador a fecha 16/12/2025 a las 11:52 es la siguiente:

Totalizador actual de activa del contador (kWh) <b>importada</b>	
Periodo 1	
Periodo 2	
Periodo 3	

Totalizador actual de activa del contador (kWh)	13.988
Estado del ICP	<b>CONECTADO</b>
Potencia Instantánea Actual	0,02 kW
Potencia contratada 1	5,75 kW
Potencia contratada 2	5,75 kW
Potencia Instantánea Actual/Potencia contratada	0,35%

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#### 4. Main buttons on the screen

##### 4.1. “View meter” button

The “**View meter**” button allows you to perform a query at that moment and display the current information from the meter.

##### 4.2. “Reconnect PCS” button

The “**Reconnect PCS**” button allows you to restore the ICP when it appears as disconnected.

It will only work if your meter supports remote management and the disconnection has been caused by exceeding the contracted power.

These periods correspond to the time bands of your electricity tariff.

When you perform a query, the system returns data such as the following:



## 5. Energy consumption table (kWh)

On the screen you will see an energy consumption table that includes:

- **Current active energy totalizer of the meter (kWh) imported:**

Total accumulated energy consumption.

- **Period 1**
- **Period 2**
- **Period 3**

These periods correspond to the time bands of your electricity tariff (for example: peak, standard and off-peak).

The specific distribution of time bands depends on your tariff.

## 6. Interpretation of the displayed data

When you perform a query, the system returns several data fields.

The main fields are the following:

### **6.1. Current active energy totalizer (kWh)**

Shows the total energy consumed, measured in kilowatt hours (kWh), from the start date of the corresponding measurement.

### **6.2. ICP status**

Shows whether the ICP is:

- Connected
- Disconnected

If the ICP is disconnected, you will not have an electricity supply until it is reconnected.

### **6.3. Current instantaneous power (kW)**

Indicates the power you are using at that moment, measured in kilowatts (kW).

For example:

- A value of 0.02 kW means that current consumption is very low.

### **6.4. Contracted power**

Shows the maximum permitted power before the ICP disconnects due to excess consumption.

It may appear broken down into:

- Contracted power 1 (P1)
- Contracted power 2 (P2)

In some tariffs, these power levels may correspond to different time periods.

### **6.5. Usage percentage**

This value shows the relationship between the instantaneous power and the contracted power, expressed as a percentage.

It helps you understand how much power you are using relative to the maximum available.

## **7. ICP reconnection: step by step**

If the status of the ICP appears as disconnected, you can reconnect it from within the service, provided that your meter allows it.

### Steps to reconnect the ICP:

1. Check on the screen that the status of the ICP appears as disconnected.
2. Press the “Reconnect PCS” button.

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Consultar Contador Reconectar ICP

Totalizador actual de activa del contador (kWh) <i>Importada</i>	14.033
Periodo 1	9.437
Periodo 2	1.391
Periodo 3	3.205

Estado del ICP **DESCONECTADO**

Potencia contratada 1: 5,75 kW  
Potencia contratada 2: 5,75 kW

POTENCIA INSTANTÁNEA ACTUAL 0,00 kW

0.00%

Guardar consulta

3. Wait a few seconds while the system attempts the reconnection.
4. Query the meter again if you consider it necessary.
5. If the reconnection has been completed successfully, the ICP will appear as connected.

**Important:**

If, after reconnecting through the service, you still have no electricity supply, check the electrical panel of the property. There may be an internal mechanical ICP or a main switch that has tripped and needs to be reset manually.

**8. Power history query (graphs)**

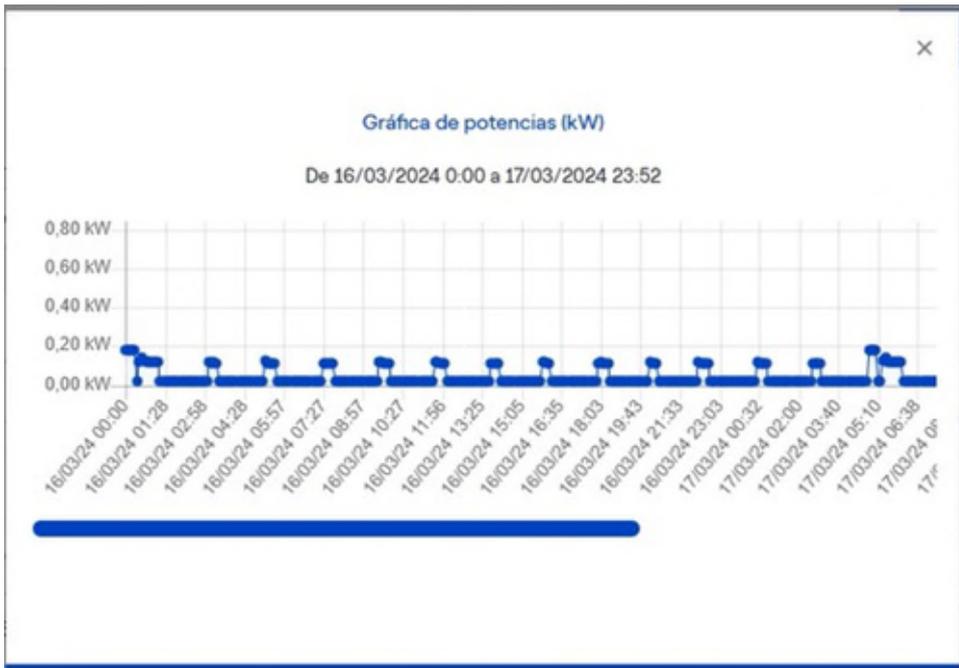
The service also allows you to view power graphs over a selected time interval.

In these graphs you can see:

- The evolution of power consumption.
- Consumption peaks.
- Periods of minimal or continuous usage.

This information is useful for:

- Detecting abnormal consumption levels.
- Identifying appliances that may be continuously consuming energy in the background.



## 9. Programming meter queries

In addition to performing immediate queries, the service allows you to schedule automatic queries to the meter.

You can schedule:

- **One-off queries:** a single query on a specific date and time.
- **Recurring (periodic) queries:** several queries over multiple days.

For communication security reasons, the maximum period that can be scheduled is **7 days**.

### 9.1. How to schedule a query

#### Step 1. Select supply

Select the electricity supply on which you want to perform the query.

#### Step 2. Press “Schedule reading”

A drop-down menu will appear with the following options:

- One-off queries
- Recurring queries

#### 9.1.1. One-off queries

A one-off query returns a single result.

To configure a one-off query:

1. Select the “One-off readings” option.
2. Enter the date on which you want the query to be performed.
3. Enter the time of the query.
4. Confirm the scheduling.

The system will perform the query on the configured date and time and display the corresponding result.

Selecciona fecha programada para la consulta

CONSULTAS PUNTUALES		CONSULTAS RECURRENTE
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Fecha (dd/MM/yyyy) (\*)

20-mar-2026 

Hora (\*)

9:00 

**PROGRAMAR CONSULTA**

Comentario de la consulta

Comentario de la consulta

### 9.1.2. Recurring (periodic) queries

A recurring query generates a set of repeated results over several days.

To configure a recurring query:

1. Select the “Regular readings” option.
2. Define the query period (for example, how many days and how often the readings will be taken).
3. Confirm the scheduling.

The system will generate data for a maximum of **7 days**.

This type of query is useful for:

- Monitoring consumption over a week.
- Identifying patterns in your energy usage.
- Reviewing maximum power levels reached.

Selecciona fecha programada para la consulta

CONSULTAS PUNTUALES	CONSULTAS RECURRENTE
Fecha (dd/MM/yyyy) (*)	Fecha de fin (dd/MM/yyyy) (*)
20-mar-2026 	20-mar-2026 
<input type="text" value="Comentario de la consulta"/>	
<input type="text" value="Comentario de la consulta"/>	

[PROGRAMAR CONSULTA](#)

## 10. Saving results

The results of the queries can be saved using the **“Export readings”** button.

This allows you to:

- Keep the information for later review.
- Use it as evidence of consumption, for example, if you need to justify or analyze your electricity usage.

## 11. Data retention

The system automatically deletes data older than **2 years**.

This means that:

- Historical queries are not stored indefinitely.
- If you wish to keep older information, we recommend using the save-query function and archiving the data

## 12. Common problems and quick solutions

Here are some common issues and how to solve them.

### 12.1. The ICP does not reconnect

#### Possible cause:

- The ICP that has tripped is an internal mechanical ICP in your installation.

#### Recommended solution:

1. Check the electrical panel of the property.
2. Check whether the main switch or the internal ICP has tripped.
3. If so, switch them back to the ON position.

## **12.2. No meter data appears**

### **Possible cause:**

- The meter is not remotely managed, or it is not communicating correctly.

### **Recommended solution:**

1. Confirm with the distributor whether your meter supports remote management.
2. If the meter is not compatible with remote management, this service will not operate correctly, and the information may not be displayed.

## **12.3. The ICP disconnects frequently**

### **Possible cause:**

- You are consuming more power than the power you have contracted.

### **Recommended solution:**

1. Reduce the simultaneous use of high-power electrical appliances (for example, oven, ceramic hob, electric heating, air conditioning).
2. If the disconnection occurs frequently, consider requesting an increase in the contracted power through your energy retailer.