

Energy GivEnergy Support

Signing Up

Am I eligible?

To be eligible, you'll need to have a **working smart meter** at an address where you have a **GivEnergy battery installed at home**.

You're not eligible if your battery is currently managed by another service (e.g., *Intelligent Octopus Flux*).

Please note: eligibility is limited to **England, Wales, and Scotland**. It doesn't include any crown dependencies (such as the Isle of Man) or Northern Ireland.

How do I sign up?

You can sign up via the **GivBack app**, available on both the [App Store](#) and [Google Play Store](#).

Why does the programme need to connect to my system?

The scheme requires a connection to your **smart meter** to verify changes in your electricity consumption. This is a requirement from the **National Energy System Operator (NESO)**, who runs and funds the programme.

We also need to connect to your **GivEnergy battery** so the software can automatically adjust charging and discharging when the grid is under strain.

The system can't find my address — what should I do?

Most addresses are recognised automatically, but we rely on a **third-party energy database** to confirm your meter location.

To help ensure success:

1. Enter your address exactly as it appears on your **energy bill** (including punctuation and spacing).
2. Try signing up anyway — if registration fails at the address stage, we'll contact you by email once we've improved matching.
3. Make sure you're using the **same email and login** as your GivEnergy account.
4. If you still see "No devices at this address", check your **GivEnergy app** to confirm your system is visible and your smart meter is reporting data.
5. If problems persist, email givback@givenergy.co.uk with your **full address**, **MPAN** (from your bill), and a **screenshot** of the error message.

We're continuously improving our address verification process and will notify affected customers once fixes are deployed.

I live outside the UK — can I take part?

At the moment, this scheme is **UK-only**, but we plan to expand to other regions in the future.

Do I need a smart meter?

Yes. A functioning **smart meter** is required to verify your contribution.

If you don't have one, contact your **energy supplier** to request a replacement or upgrade.

How do I opt out?

If you'd like to fully opt out, you can do so in two ways:

1. By email:

Send an email to givback@givenergy.co.uk with the subject line "Opt Out", including your name and address.

2. Via the portal:

Log in to the **GivEnergy portal** and revoke the *GivBack OAuth token* under your account settings.

Once opted out, your system will no longer be controlled or included in future grid events.

<https://givenergy2025.zohodesk.eu/portal/en/kb/articles/signing-up>