

Flexi eBook

for end users

A guide through our advanced EMS+



Welcome to FlexiO by LIFEPOWR.
This eBook provides **insight into the world of **energy**.**
We show you where sustainable opportunities lie and how smart choices can really create added value. You will discover how an efficient EMS+ platform such as FlexiO works, from smart energy management to complete peace of mind. We also take you through the benefits you can expect, before and after the installation of your FlexiObox.



Index

About LIFEPOWR	3
Insights in the energy transition	4
What is an EMS+?	6
What offers FlexiO, the EMS+?	8
A ePOWR Tariff, what's that?	15
The FlexiO subscription	17
MyFlexiO App	19
You chose FlexiO, what's next?	21
FlexiO has been installed, what's next?	24
FAQ	26
Glossary	29
Notes	30



LIFEPOWR

LIFEPOWR plays a key role in the energy transition by intelligently managing energy flows. In this way, we help to keep the electricity grid balanced and utilise the flexibility of thousands of home batteries.

Our technology enables you to reduce your energy costs and even generate additional income. At the same time, we actively contribute to the energy transition together. When you use your battery together with thousands of others, you help avoid peak consumption having to be absorbed by expensive gas-fired power stations.

Our team of experts, based in Antwerp and active since 2015, develops advanced technology based on years of experience in energy management and energy storage.

Our smart control system FlexiO is more than a standard EMS. We optimise both in front of and behind the digital meter and try to offer the widest possible range of compatible devices and energy suppliers. This way, you retain your freedom of choice and we offer you complete peace of mind!

Are you ready to join more than 6,500 other families in choosing FlexiO? Read all about it in this eBook.



Dries Bols
CEO LIFEPOWR

INSIGHTS IN THE ENERGY TRANSITION





Energy then and now

In the past, stable nuclear power plants and flexible gas and coal-fired power stations provided our country with electricity.

Today, the focus is on renewable energy sources such as solar and wind power, with electric mobility and heating accelerating the shift to electrification. We must be climate neutral by 2050, which means that emissions from fossil fuels must be drastically reduced.

“Flexibility is the solution. We can shift supply and demand and align them with each other.”

The challenge

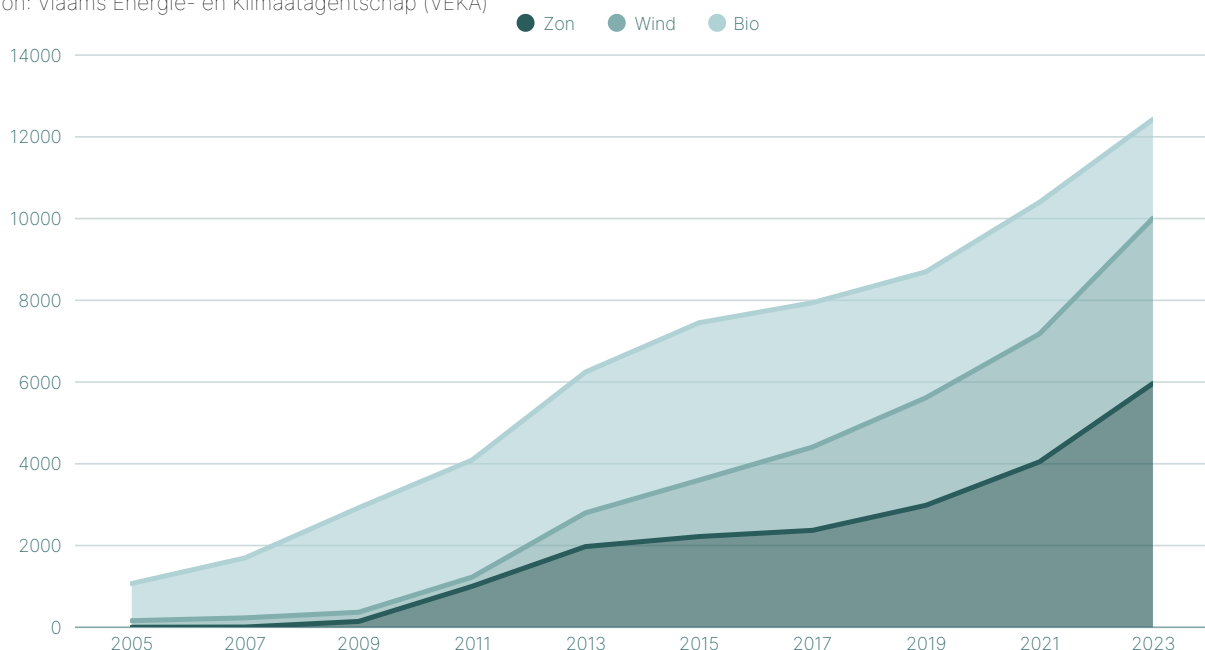
Renewable energy is not controllable. We are dependent on external weather factors such as sun and wind. These produce very cheap electricity when conditions are favourable, but not necessarily when demand is high. This creates an imbalance in our electricity grid. There may be surpluses of energy at quiet times and shortages when demand for electricity peaks.

The solution

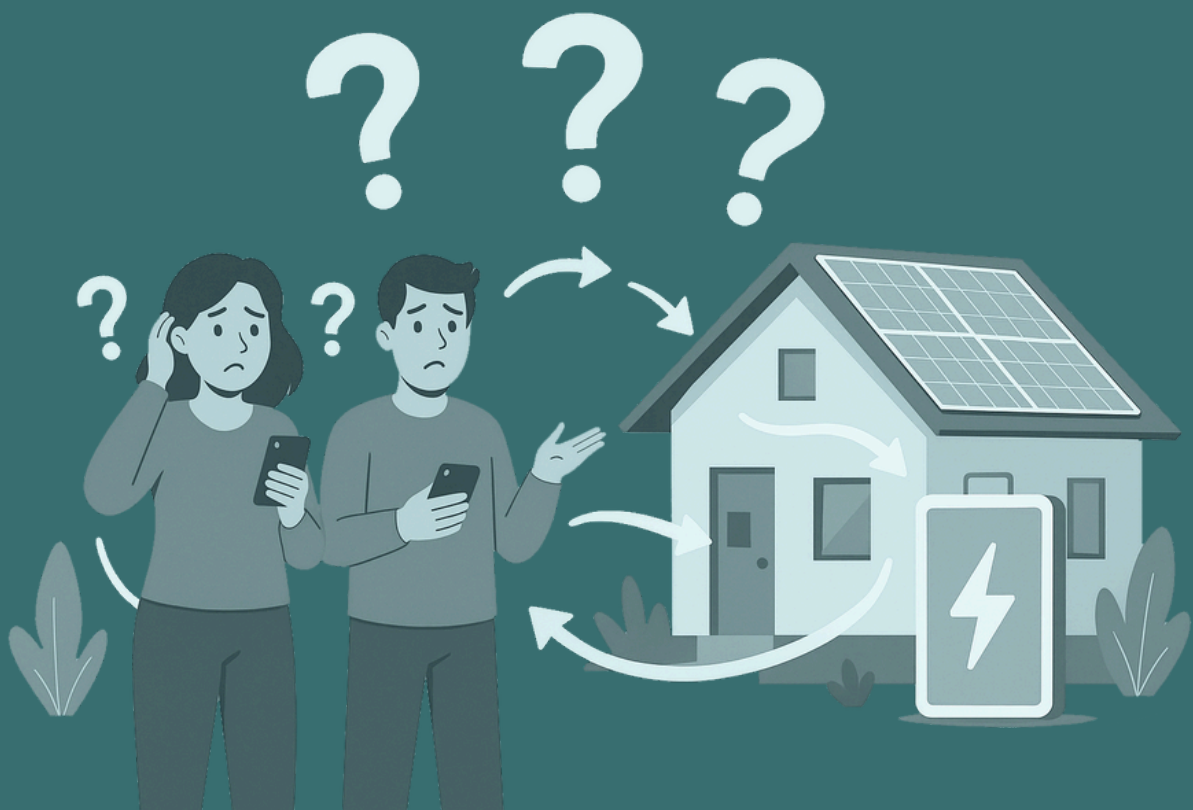
Flexibility is crucial: by storing green energy when there is a surplus, we can use it when there is a shortage. Batteries, at home or on a larger scale, make this possible and thus ensure a more stable, sustainable and affordable energy system.

Green electricity production per renewable energy source in Flanders (GWh)

Bron: Vlaams Energie- en Klimaatsagentschap (VEKA)



WHAT IS AN EMS+ AND DO I NEED IT?





The home battery

A home battery increases your own consumption of solar energy, thereby reducing your energy costs. During the dark winter months, solar panels produce too little power, which means that batteries often remain empty. This extends the payback period and reduces the service life. In addition, you are missing out on many opportunities that arise.

The solution? A smart-controlled home battery using an EMS+ (Smart Energy Management System).



“An EMS, or energy management system, is a system that assists in monitoring, managing, and optimising your energy flows.”



The EMS+

An EMS+, or smart energy management platform, is a platform that helps you monitor, manage and optimise your energy consumption and production in real time. An EMS+ also takes your personal energy tariff into account and knows all the associated costs, enabling it to optimise control.

By using your energy more intelligently and efficiently, an EMS+ gets the most out of your solar panels and battery. You will recoup your investment more quickly, reduce your energy bill and contribute to a sustainable future!



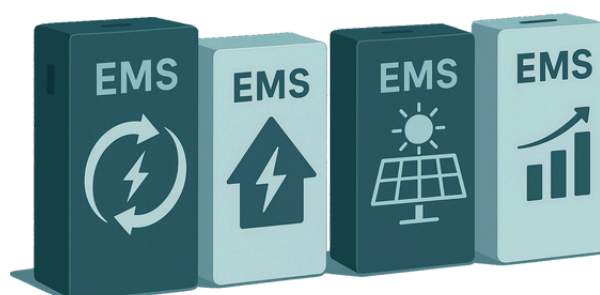
Do I need an EMS+?

Let's start with this question: the answer is no. You don't need EMS+ at all, but what are the disadvantages? If you choose not to use EMS+ and still want to save on your energy bill, your consumption and comfort will be at the expense of energy prices. This means that you will have to continuously monitor energy prices, consumption, solar production, capacity rates and a host of other factors yourself. And to be honest, are we really prepared to do that?

"An EMS+ offers flexibility and peace of mind, taking care of everything for you behind the scenes. This allows you to maximise savings on your energy bill without compromising on comfort."

The benefits of an EMS+

- **Smart energy management:** Responds automatically to real-time market signals and your consumption profile.
- **Maximum yield:** Optimises when you consume, store or feed electricity into the grid for the highest return.
- **Cost savings:** Avoids expensive feed-in times and takes advantage of dynamic energy prices.
- **Grid support:** Earn extra by helping to support the electricity grid!
- **Fully automatic:** You don't have to do anything manually; the system makes smart decisions for you.
- **Future-proof:** Prepare your installation for tomorrow's flexible, decentralised energy system.
- **More peace of mind:** Less worry about your energy management, with more control over your energy bill.





WHAT DOES FLEXIO, THE EMS+ OFFER?





INTRODUCTION: FLEXIO

FlexiO is a smart, advanced energy management platform (EMS+) that goes far beyond traditional solutions. Whereas standard systems often operate according to fixed patterns and charging schedules, FlexiO controls your installation in **real time** and is fully customised. It is an EMS+ tailored to **your unique energy pattern and tariff**. FlexiO continuously analyses, predicts and adjusts to **actively reduce your energy costs**.

In addition to realising savings, FlexiO also has the ability to generate income. Thanks to smart technology, FlexiO bundles the batteries of different users into a single virtual power plant. This allows you to participate in **various grid balancing services**, something that used to be reserved for large energy companies. FlexiO always chooses according to **your portfolio**: are the savings more valuable than the income? Then FlexiO opts for savings and vice versa.

With FlexiO, you benefit twice: you reduce your energy bill and receive an extra payment, automatically and without any hassle.



Save on your energy bill with FLEXIO

In this chapter, we take a closer look at how FlexiO is designed to structurally reduce your energy bill by managing your energy consumption, production and storage more intelligently.

Powerful algorithms

At the heart of FlexiO is a powerful algorithm that continuously monitors your energy flows. Every minute, it checks how much energy you are generating and consuming, and what the best strategy is at that moment.



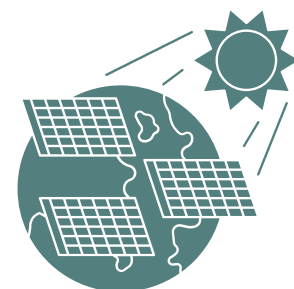
“FlexiO is a customised EMS+. It knows your personal energy prices, consumption and production.”

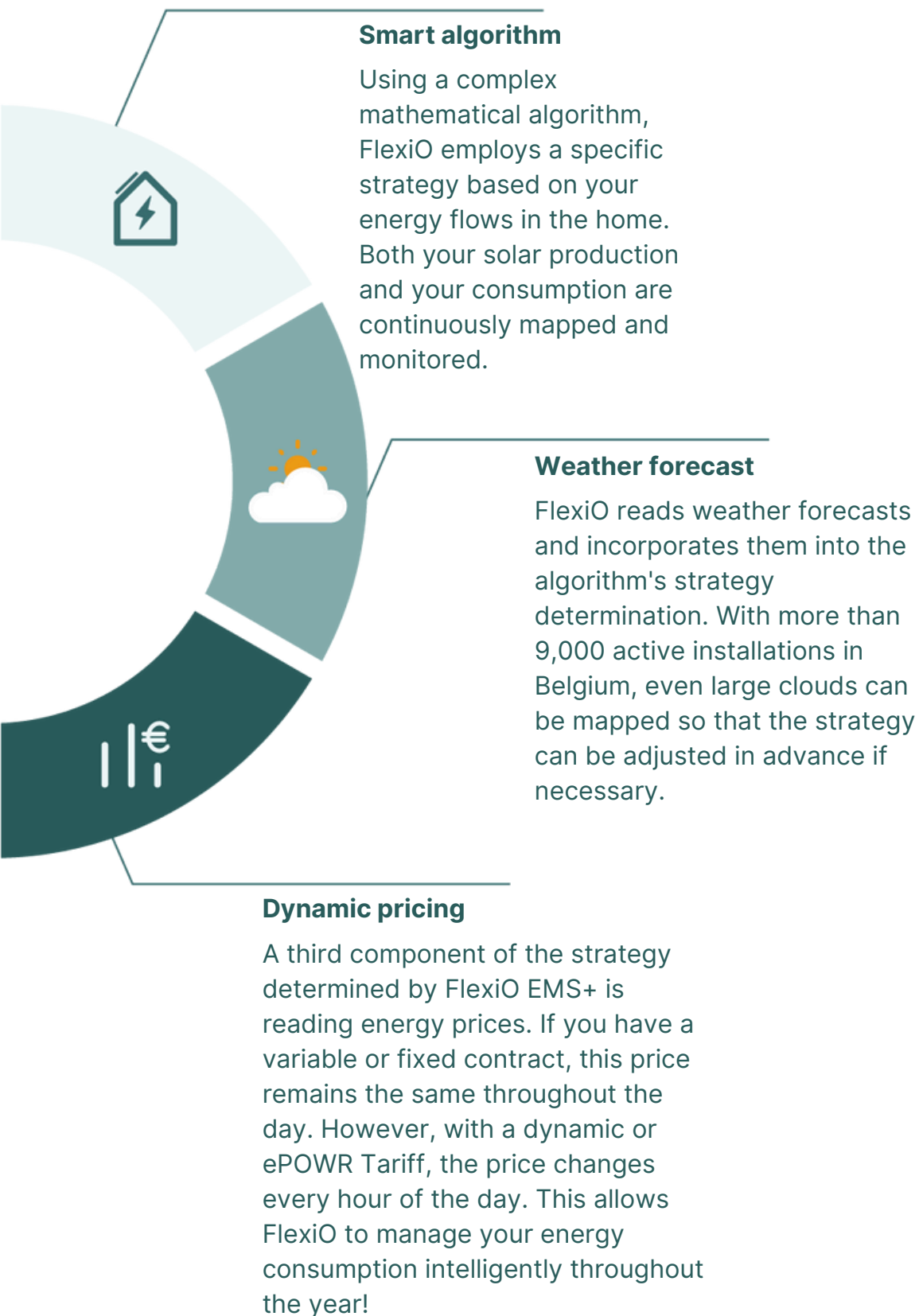
Tailored for you

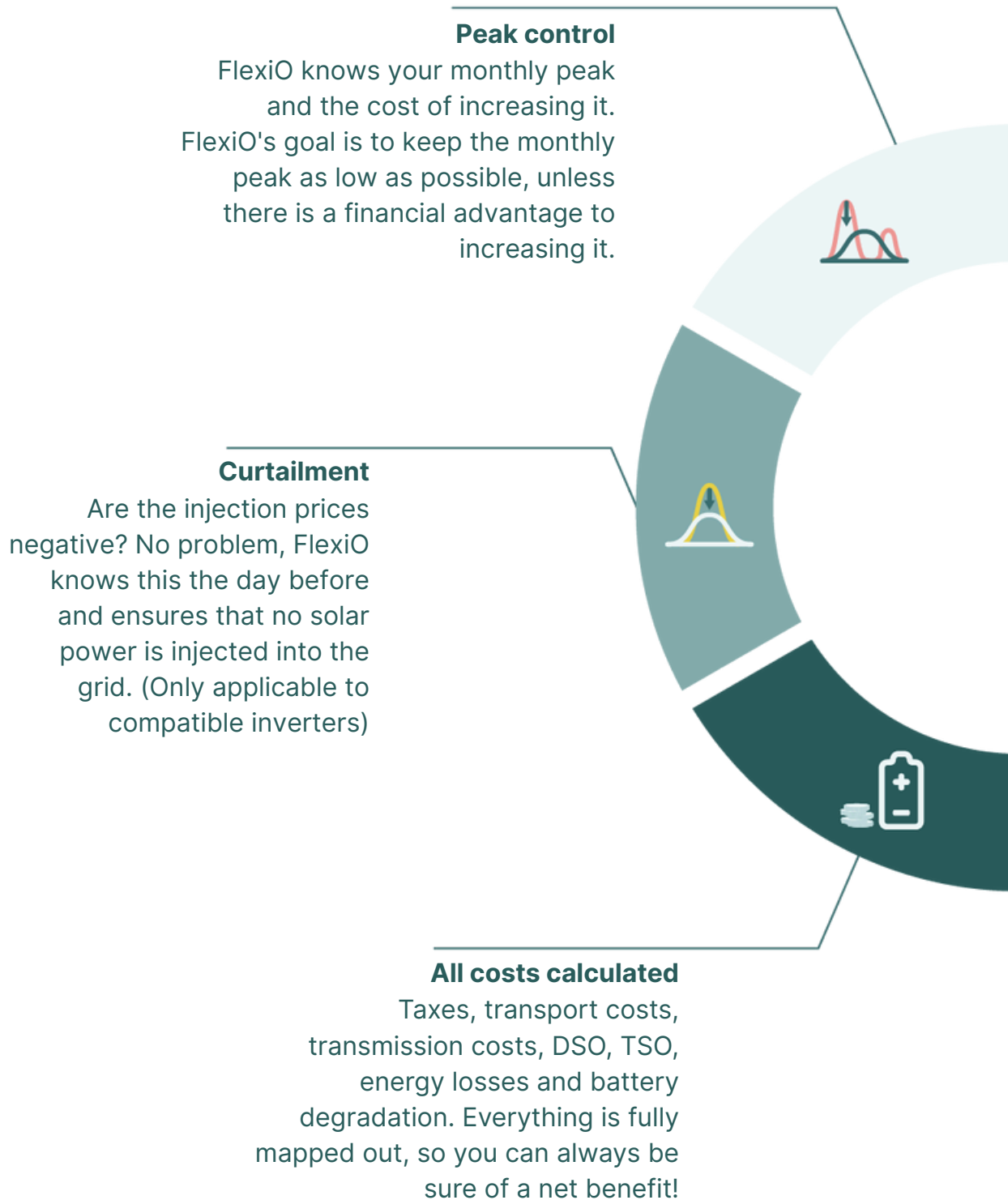
FlexiO continuously analyses all relevant parameters, from your consumption pattern and solar production to weather forecasts and your personal energy prices. Based on this information, the system makes automated choices that consistently aim to maximise savings on your energy bill.

Locally

FlexiO also uses accurate local weather forecasts to anticipate solar radiation in the coming hours. This allows the algorithm to adapt proactively: for example, by draining your battery in advance if a lot of sunshine is expected, or vice versa if cloudy weather is on the way.









Generate income with FlexiO

FlexiO not only helps you save money. The platform can also actively generate extra income for you by participating in grid balancing services.

When it comes to grid balancing, there is one simple rule: we always compare your lost savings when we participate in grid balancing. And the compensation you receive for your participation must always be higher than your lost savings. Otherwise, we simply do not participate. Do you incur costs through your participation in grid balancing? Then these will be reimbursed by LIFEPOWR..

“The intelligent control system prevents waste and enables you to utilise your battery capacity at times when it yields greater financial returns than simply conserving energy.”



Types of grid balancing

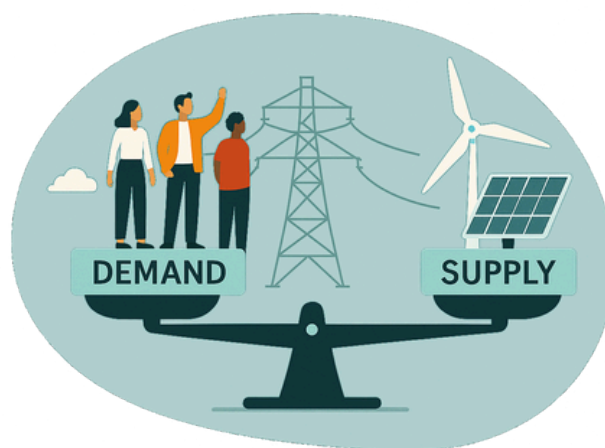
There are many types (markets) for grid balancing. FlexiO is active in several of these markets. We make a clear distinction between ePOWR and rPOWR. We are happy to inform you about the differences and the possibilities that FlexiO can offer you, to provide your investment with the best return and a fast payback period!



What is rPOWR?

This stands for “Reserved Capacity Balancing”. FlexiO performs this form of grid balancing for our grid operator Elia. Anyone who has a FlexiObox can participate, regardless of their energy supplier and tariff type. A portion of your battery capacity is reserved for grid balancing. Because you make part of your battery available to Elia, you will be compensated for this.

This form of grid balancing has to go through a number of qualifications (you don't have to do anything yourself), which means that the waiting time for participation can be up to 12 weeks.



What is ePOWR?

ePOWR stands for “Energy Market Balancing”. FlexiO performs this form of grid balancing for energy suppliers. Instead of reserving battery capacity in advance, this form of grid balancing is real-time. We monitor the real-time imbalance on the electricity grid and respond to it. Only if this is financially beneficial for you.

ePOWR is only possible via an energy tariff that gives you access to this market. In the next chapter, we will delve deeper into this and show you all the advantages of this ePOWR tariff.



A EPOWR TARIFF, WHAT IS THAT?

By intelligently managing the energy flows in your home or business, FlexiO is able to keep your energy bill as low as possible. In addition, your installation can also participate in grid balancing services to create extra benefits on top of your local savings.

But that's not all. Since October 2025, LIFEPOWR has introduced a new type of energy tariff to the market: the ePOWR Tariff.

In this extra chapter, we take a closer look at what exactly a Flex Tariff is, why it offers you even more benefits and ensures even lower energy costs!



What is a Flexible Rate?

In the first chapter, we saw that our electricity grid must always be in balance. The rise of renewable energy is making this increasingly difficult.

Our electricity grid operator, Elia, has all kinds of mechanisms to keep it in balance at all times. As you saw in the previous chapter, your installation can also be part of this to generate extra income.

However, ultimately it is our energy suppliers who pay the penalties to Elia if they are unable to keep their customer portfolio in balance. As a result, energy suppliers not only charge profit margins on their electricity, but also large risk margins to cover these penalties.

“Energy suppliers charge large risk margins on their energy to offset these penalties.”

“By joining forces, the energy supplier can reduce its risk margins in order to offer a highly competitive rate on the market.”

The solution

To address this issue, LIFEPOWR has partnered with a number of energy suppliers. By combining their strengths and knowledge, the energy supplier can purchase energy smartly on the wholesale market. In addition, FlexiO eliminates the energy supplier's exposure to imbalance risk.

In this way, we are jointly creating the opportunity to offer attractive ePOWR Tariffs on the market. These are very competitive energy rates that also give you access to the eBPOWR market to create additional benefits.

Tip: take the V-test yourself!



Everyone benefits

What is so great about these ePOWR Tariffs? Everyone benefits! You pay significantly less for your energy and the energy supplier saves a lot of money because it can minimise its penalties.

Importantly, with a ePOWR Tariff, the energy supplier adjusts its positions to your energy profile. Every action is to your advantage and not based on market signals!

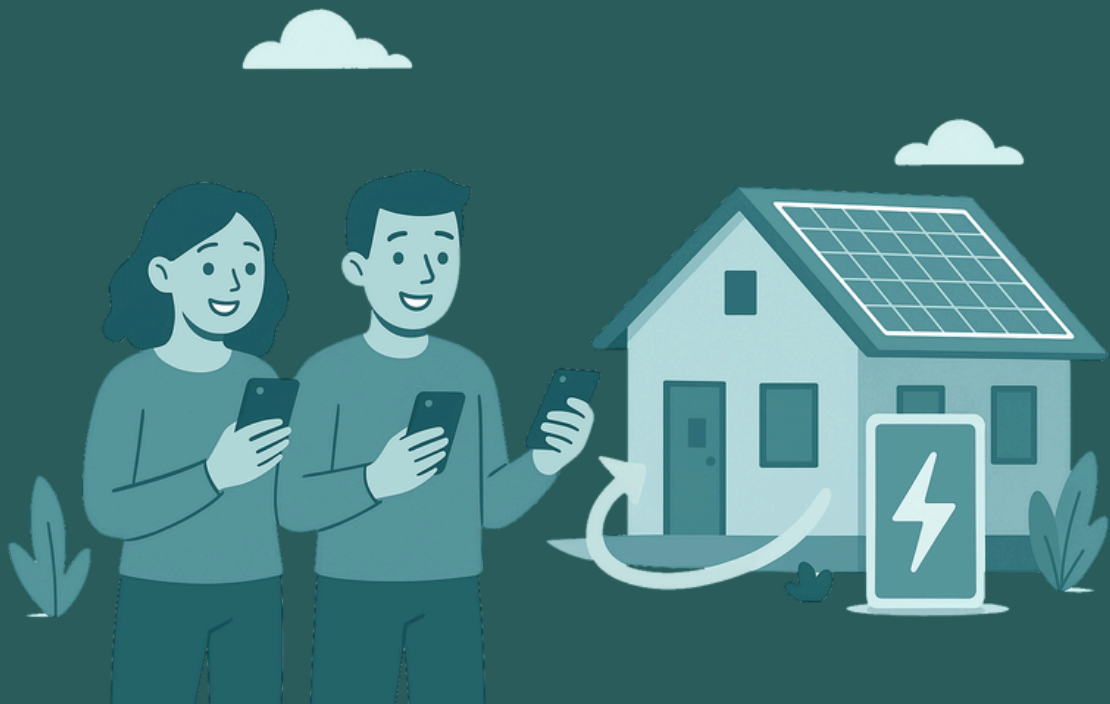
All the advantages of a ePOWR Tariff summarised:

- Pay even less for your energy with a super-affordable energy tariff.
- The ePOWR Tariff gives you access to the imbalance market.
- Your energy supplier adapts to your situation. All actions are in your favour and not based on market signals.
- Combine grid balancing and imbalance services.
- Everything is transparently settled on your monthly energy bill.
- Switch to a ePOWR Tariff and benefit from a free FlexiO subscription for 2 years!

Overview ePOWR tariffs:

- LIFEPOWR by Trevion
- More soon!

THE FLEXIO SUBSCRIPTION





The FlexiO subscription

During your trial period, you are free of subscription fees! Ask your installer how long your free trial period lasts.

Nothing is free. When you invest in solar energy, you want that investment to last at least 20 to 25 years. Because FlexiO charges subscription fees, we at EMS+ have to prove ourselves to you every day!

This way, our EMS+ takes action with what is most valuable to the end user in mind.

Do you have any questions or need support? Contact us via the LIFEPOWR Helpdesk on our website or call +32 3 377 42 56.

Not satisfied? Your notice period is only 15 days.

The advantages of FlexiO summarised



Free choice of energy supplier



Compatible with multiple brands of inverters and charging stations



Real-time adjustment of the strategy in case of changes in behaviour or weather forecast



The manufacturer's warranty remains guaranteed by the BMS as primary enforceable



Maximum savings and revenue by addressing different energy markets



FlexiO always acts in accordance with your personal portfolio.



Flexible and transparent subscription, only 15 days' notice period



One app for PV, Battery and EV



5-year warranty on the FlexiObox



Complete peace of mind, FlexiO takes care of everything for you behind the scenes



MyFLEXIO App





Monitoring with the MyFlexiO app

Complete control over your installation

With the MyFlexiO app, you as a user have insight into how your energy installation is performing at any time. Whether you are at home or on the go, you can see in real time how much you are consuming, generating, storing and injecting via your smartphone or browser.

Clear visualisations of your energy flows

The app shows your energy flows in an intuitive graph: what comes from your solar panels, what do you get from the grid, how much goes to your battery or is consumed directly in your home? Thanks to this visual representation, you can quickly understand how your installation works.

Select your charging modes

Do you have a compatible charging station? Choose from various smart charging modes, easily operated via the MyFlexiO App.



Overview of your savings and income

See how much you save by smart control and how much you earn by participating in grid balancing. This allows you to track exactly how your battery and FlexiO together contribute to a lower energy bill and a faster return on your investment.

Analysis of your peak consumption

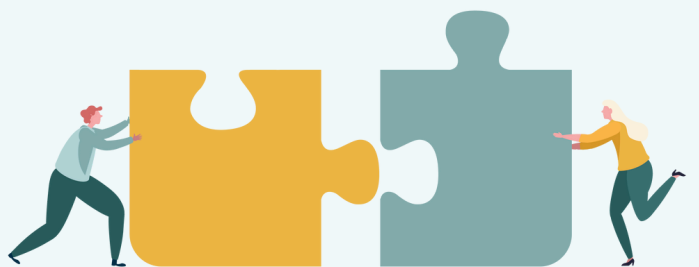
The app keeps track of your monthly peak consumption and shows how much it is building up in real time. This means you know immediately if you are heading for a higher peak and how much that could cost you.

Discover our app for yourself!

Curious about how our MyFlexiO app works? Request a demo via our website:

<https://www.lifepowr.io/nl/products/flexio-for-users>

**YOU CHOSE
FLEXIO, WHAT'S
NEXT?**





Checklist for your installation

- ✓ Install the MyFlexiO App
- ✓ Check your energy contract
- ✓ Install a digital meter
- ✓ Open the P1 gate of your digital meter

Download the MyFlexiO App

Download the MyFlexiO App from the App Store or Google Play. Create your account and fill in all the required information:

Make sure you enter the EAN number for your electricity connection (not your gas connection!). You can find the EAN number on your energy bills. This number consists of 18 digits, starting with 54.

Having trouble finding your EAN number? This may help:
<https://www.fluvius.be/nl/contact/contactformulier/ean-code>

You will also be asked to enter your IBAN number. This is used by FlexiO (LIFEPOWR) to deposit the generated income from market flexibility directly into your chosen account.

Any subscription fees will only be charged after the free trial period.





Check your energy contract

The FlexiO system is fully customised and works best when your electricity tariff is read correctly. Make sure you inform your installer about your current energy contract.

To maximise the benefits of FlexiO, we recommend choosing a dynamic energy contract. With this type of contract, FlexiO can better respond to fluctuating energy prices, leading to greater savings and higher income compared to a fixed or variable contract.

Still unsure which type of contract is right for you? Read about the main differences here: <https://www.mijnenergie.be/blog/dynamische-tarieven-2025-hoeveel-betaal-je-met-een-dynamisch-tarief/>

You can always find your set rate in the MyFlexiO App. If you change energy suppliers or contracts, you can adjust it yourself. Read how here: <https://docs.lifepowr.io/user/v1/rate-selection-and-rate-settings>

Have your digital meter installed

Don't have a digital meter yet? You can request one now. The installation of a digital meter is free of charge and is required to participate in grid balancing (generating income).

From 2025 onwards, you will no longer be able to refuse a digital meter. When you install a battery, proactively request a digital meter. This will allow you to quickly sign a dynamic contract and start generating income. Request your digital meter from your network operator: Fluvius (VL); Sibelga (BRU); Ores (WAL).

Open your P1 port

FlexiO requires access to your consumption data via the P1 port on your digital meter. This data is necessary for correct regulation and to activate grid balancing. Request activation via your grid operator. (Not applicable to Ores.)

FLEXIO HAS BEEN INSTALLED!

WHAT CAN YOU EXPECT?





Start saving!

Once your FlexiObox is installed, you will immediately start to see savings. It only takes a few days for the FlexiO algorithm to adapt to your personal home situation.

Important information: savings will only be visible in the MyFlexiO App after one calendar month.

Do you have an ePOWR Tariff? Then the advantageous tariff will start to apply as soon as your FlexiObox is activated.

Participation in imbalance will be activated as soon as your ePOWR Tariff comes into effect.

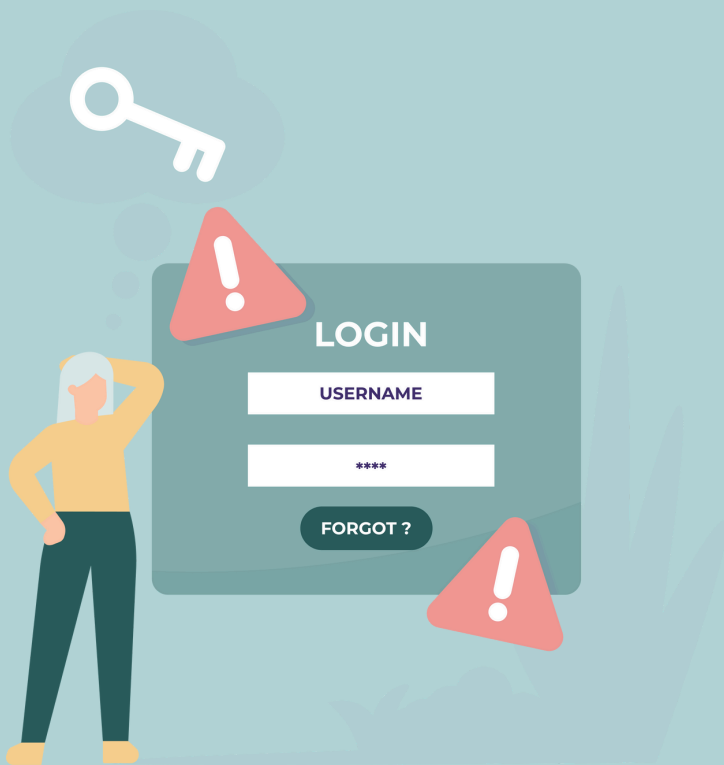
Evaluation of your installation

To participate in rPOWR, LIFEPOWR adds your installation to one of our VPPs (Virtual Power Plants). Before your installation can be added, a number of qualifications must be carried out. Your installation undergoes an automatic 'test scan' and we send the data from all new installations to Fluvius and ELIA on a monthly basis for verification.

Note: you don't have to do anything in this process, we take care of everything! The entire process can take up to 12 weeks, so please contact us if you have been waiting longer than that.

Note: if you have opted for a ePOWR Tariff, you will already have access to ePOWR from the moment your tariff starts! No need for lengthy, external qualifications!

FAQ





Frequently Asked Questions

- **Will my battery warranty expire if I have it controlled by Flexio?**

No, the BMS (battery management system) of your home battery always takes precedence over the FlexiObox to ensure that the warranty remains valid.

- **Will my battery wear out quickly if I use it for grid balancing services?**

A battery usually has a warranty of 10 years or 6,000 charge cycles.

→ If you charge and discharge your battery once a day, it will take 16.5 years to reach 6,000 cycles.

→ If you set your battery to MSC mode (maximum self-consumption), you can expect the battery to charge and discharge little or not at all for about 4 months of the year, during the dark winter months. In that case, it will take 24 years to reach 6,000 cycles!

In addition, every battery has a limited lifespan. If you want to get the most out of your battery, it is a smart choice to use it for local savings, but also to take advantage of the opportunity to generate extra income with the grid! (So no, you will not experience negative wear and tear on your battery!)

- **How many years of warranty do I have on the FlexiObox?**

The FlexiObox comes with a 5-year manufacturer's warranty.

- **What are the monthly costs for FlexiO?**

The monthly costs for FlexiO are:

PV and Battery only: £9.95 (incl. VAT)

EV only: £4.95 (incl. VAT)

EV + PV + BAT: €9.95 (incl. VAT)

→ There is always a free subscription period. Contact your installer if you do not know how long this lasts.

- **What is the notice period for my subscription?**

The notice period is only 15 days. Please contact FlexiO / LIFEPOWR if you wish to terminate your subscription.

- **When will my grid balancing income be paid out?**

Currently, income is paid out three months after the month in which it was generated. For example, income from January is paid out in April.

The reason for this three-month period is that ELIA has a 60-day payment term with FlexiO.



Questions?

Visit the LIFEPOWR knowledge base:

<https://nl.docs.lifepowr.io/user/>

Or contact your installer or the LIFEPOWR helpdesk:

<https://flexio.lifepowr.io/support/contact>

View all information and blogs on our website:

<https://www.lifepowr.io/>

Or register for one of our monthly webinars:

<https://www.lifepowr.io/webinars>





Verklarende woordenlijst

EMS+	Smart Energy Management System
LIFEPOWR	The developer of FLEXIO
FlexiO	The smart EMS of LIFEPOWR
FlexiObox	The device on which FlexiO steers
Elia	The network operator in Belgium
Grid balancing	Services offered by Elia to maintain grid balance
rPOWR	Grid balancing service(s) for the grid operator Elia, which utilise reserved battery capacity.
ePOWR	Grid balancing service(s) for energy suppliers, which utilise real-time system balancing on the wholesale market.
ePOWR Tariff	An energy tariff that gives you access to ePOWR
ePOWR credits	A payment you receive for your contribution to grid balancing
BMS	Battery Management System

Notes

