

**EDF Business**  
Solutions

# MYBUSINESS

USER GUIDE




# MANAGE YOUR ENERGY ACCOUNT ONLINE WITH MYBUSINESS



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**Manage your account**  
View your account, contracts, sites and more!  
Submit meter readings




**Dive into your data**  
Analyse and download your consumption data  
Go as far back as 4 years



**Billing**  
Clear view of your billing history  
Download your bills in bulk



**Reporting**  
Create reports on your account and usage  
Schedule reports to send automatically



**Here to help**  
Handy tips and guides to managing your account  
Raise and track your queries

**MyBusiness**  
Your energy, your way  
Access your account online anytime. Register today!

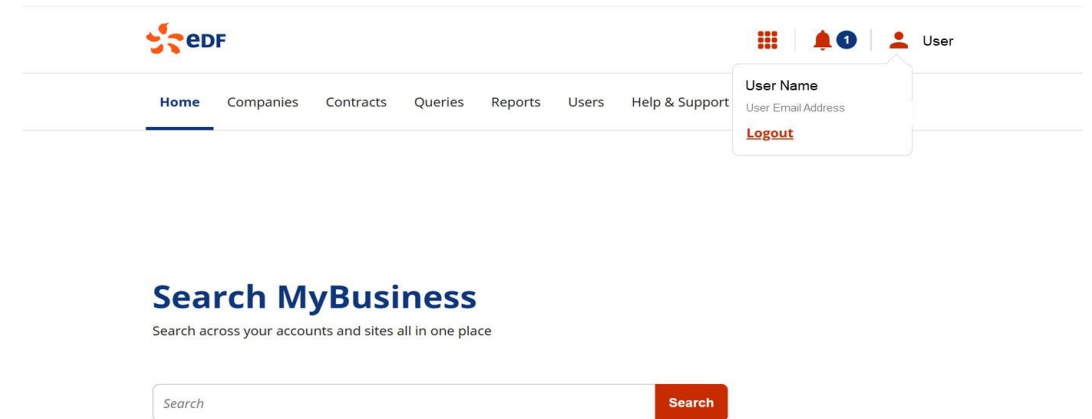
# NAVIGATION



## ONCE LOGGED IN, YOU'LL SEE YOUR MYBUSINESS HOMEPAGE

This page give you the key tools you need to navigate your online account:

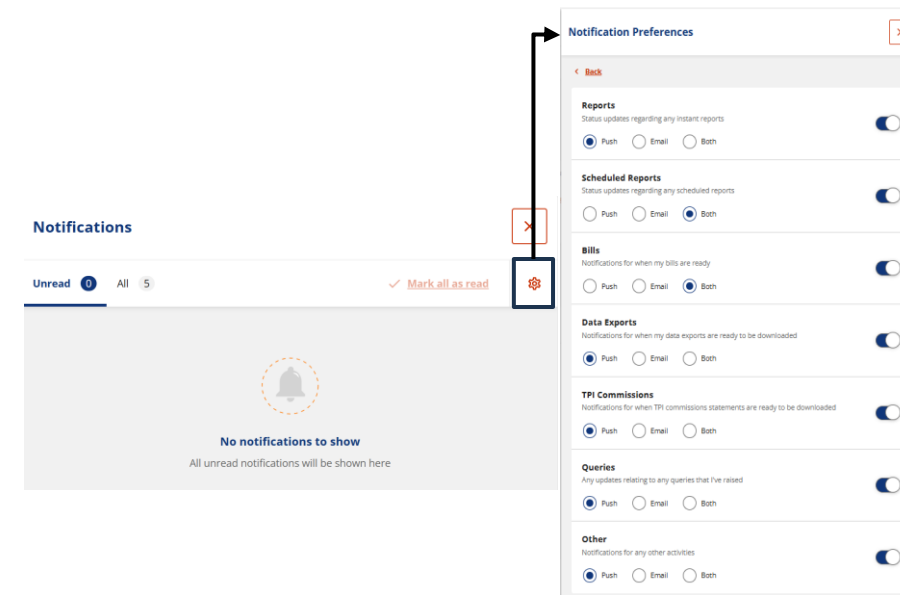
- ✓ Search for your companies, accounts, sites or meters
- ✓ Your main navigation bar to move around the portal:
  - ✓ See all the companies, contracts, queries and reports you have permission to view
  - ✓ Find useful links and guides in the Help & Support section
- ✓ See your new notifications
- ✓ Logout of your account



## SETTING YOUR NOTIFICATION PREFERENCES

By clicking on the bell icon in the top right corner, you'll see all your notifications.

Clicking on the cog within there allows you to select if / how you'd like to receive notifications for the different types of alerts (i.e. invoices, query responses)



# COMPANY OVERVIEW

FIND A COMPANY USING THE SEARCH BAR OR BY SELECTING THEM IN THE COMPANIES TAB.

Your navigation bar will update once within a company, to give a more detailed view of the information available: accounts, sites, contracts, queries and reports.

We're also working on registrations - coming soon!

You'll be able to see the name of the company you're viewing and can easily see key company details in the overview dropdown option.

If you have permission to view multiple companies in MyBusiness, you can quickly switch between these using the change function.



The screenshot displays the EDF MyBusiness interface. At the top right is the EDF logo. Below it, the 'Overview' section shows company details: Headquarters address (1 The Street, Somewhere, AB1 2CD), Company number (12345678910), Accounts (108), and Sites (101). A navigation bar below the overview shows 'COMPANY NAME' and 'Overview' with a dropdown arrow. A 'Change' button with a refresh icon is also visible. Below the navigation bar, the 'Accounts' section is active, showing a table of accounts with columns for Account Number, Current Balance, Overdue Amount, Payment Method, Payment Terms, and Site Reference. The table lists three accounts: 0000000000 (DD, 60 terms), 1111111111 (CHEQUE, 14 terms), and 2222222222 (CHEQUE, 14 terms). A 'Change company' modal is open at the bottom, showing a search bar and a table of companies to switch to, with columns for Company Name and Company Number. The modal lists three companies: COMPANY NAME A (1223334444), COMPANY NAME B (5555666666), and COMPANY NAME C (6777777788).

# GET MORE FROM TABLES

## YOU'LL FIND MOST COMPANY INFORMATION DISPLAYED IN TABLES – HERE'S SOME TOP TIPS ON HOW TO GET THE MOST FROM THEM

At the top right of the table, you'll see some helpful tools to make finding data easier.



### SEARCH

Search for data within the table

### COLUMN CONFIGURATOR

Only see the columns that you need

### FILTER

Narrow down the data you can see based on key filters

### EXPORT ALL

Export all of the information displayed in the table

# GET MORE FROM TABLES



## YOU'LL FIND MOST COMPANY INFORMATION DISPLAYED IN TABLES – HERE'S SOME TOP TIPS ON HOW TO GET THE MOST FROM THEM

Use the checkboxes down the left hand side of the table to select one or more lines from the table. Once selected you'll see an action bar appear from the bottom of the screen.

1 account selected | [Export selected](#) ↓ | [Pin to top](#) ↑ | [Favourite](#) ★

### EXPORT SELECTED

Export the information displayed in the table for your selected lines.

You can then select the format you'd like to export the information in.

### PIN TO TOP

To keep an eye on specific lines of data as you move through different pages in the table, you can pin lines to the top.

Select lines will then appear at the top on any page of data.

You can unpin them in the same way.

### FAVOURITE

Whether it's an account, site or bill, favourite the items you use the most, making them quicker to get to.

Click the favourite option and they will now appear in your favourites tab.

You can also unfavourite them in the same way.

# DOWNLOAD YOUR BILLS



## BILLING INFORMATION CAN BE FOUND IN THE ACCOUNTS SECTION

In the accounts section, you'll find the list of accounts belonging to your company.

Accounts are split across different tabs based on whether they are standalone or consolidated (parent accounts).

By clicking on the account number, you can view the list of bills for that account.

Click on the bill number you'd like to view to open the details pane. Here you can view and download the bill.

Account Number	Current Balance	Overdue Amount	Payment Method	Payment Terms <sup>1</sup>	Site Reference
<input type="checkbox"/> 0000000000	£0.00	£0.00	DD	60	-
<input type="checkbox"/> <b>1111111111</b>	£0.00	£0.00	CHEQUE	14	-
<input type="checkbox"/> 2222222222	£0.00	£0.00	CHEQUE	14	-

Bill Number	Bill Type	Bill Period	Bill Date	Bill Value	Due Date
<input type="checkbox"/> <b>000011111111</b>	Bill	10 Sept 2025 - 13 Oct 2025	13 Oct 2025	£123,546.78	12 Dec 2025
<input type="checkbox"/> 000022222222	Bill	15 Aug 2025 - 10 Sept 2025	10 Sept 2025	£123,546.78	10 Nov 2025
<input type="checkbox"/> 000033333333	Bill	17 Jul 2025 - 15 Aug 2025	15 Aug 2025	£123,546.78	14 Oct 2025

Selected account

1111111111

Billing address 1 The Street, Somewhere, AB1 2CD

Pay by DD Payment Terms 60

Amount: £123,546.78 Issued: 13 Oct 2025 Due Date: 12 Dec 2025 From To Date: 10 Sept 2025 to 13 Oct 2025

[Download PDF \(VAT\)](#) [Download PDF](#) [Download Ebill](#)

# DOWNLOAD YOUR BILLS



## YOU CAN NOW DOWNLOAD MULTIPLE BILLS AT ONCE

### Within an account

By clicking on the 'Download all bills' button at the top right of your bills table, you'll be able to download every bill connected to that account.

If you select multiple bills using the tick boxes on the left-hand side, a pop up will appear giving you the option to download those selected bills.

### Within the bills report

Use the available filters, including date range, account type, and company, to narrow down the bills you want to view. Then, use the checkboxes on the left to select the invoices you need and click 'Download selected bills' to download them.



10 bills selected

[Download selected bills](#) ↓

[Pin to top](#) ↑

[Favourite](#) ★

# VIEW YOUR CONSUMPTION DATA



## YOUR CONSUMPTION DATA CAN BE SEEN IN THE SITES SECTION

In the sites section, you'll find a list of all sites connected to your company.

By clicking on an MPXN within the table you'll be taken to a page outlining the details for that MPXN and the meters.

Click on the meter to display the available consumption data.

EDF

COMPANY NAME Overview

Accounts Sites Contracts Queries Registrations Reports

### Sites

#### Quick Summary

Overview

51 sites

[Submit meter reading\(s\)](#)

#### All sites

Active 51 Closed 52 Favourites 0

MPXN	Account Number	Site Address	City	Post Code	Site Reference
<input type="checkbox"/> 2200110033004	⚡ 1111111111	1 THE STREET, SOMEWHE...	SOMEWHERE	AB1 2CD	-
<input type="checkbox"/> 4567891011	🔥 0000000000	100 A ROAD	CITY	AB2 1XY	-

### MPAN details

#### MPAN 2200110033004

Site name 1 THE STREET

[Submit meter reading\(s\)](#)

Site status	Number of meters	Address
Active	1	1 THE STREET, SOMEWHERE, AB1 2CD

#### Meters

Active 1 Inactive 0

[Export meter](#)

⚡ K11A22334
-------------

### Meter Details

Energy Type	Meter Serial Number	Meter Start Date	Meter End Date	Status	Type
⚡ Electricity	K11A22334	19 May 2023	-	Active	HH

#### Meter Readings History

Due to the large volume of data, only daily consumption is shown below for the last 4 years. For more detailed information, please use the export feature.

#### Meter Readings 424

Date (UTC)	Reading Type	Consumption (kWh)
02 Nov 2025	Actual	1234.5
01 Nov 2025	Actual	1245.6

# SUBMIT A METER READING



## PROVIDE US WITH AN UP TO DATE METER READING SO WE CAN BILL YOU ACCURATELY

You can submit a meter reading in three places in the portal:

- Your sites overview page
- The MPXN details page
- The meter details page

If in the MPXN or meter details pages, the relevant MPXN will be auto populated for you. You can change this if needed.

You can submit individual meter readings or provide them in bulk.

To submit individual readings, select the correct MPXN and complete the details in the pane.

For bulk submissions, download the template provided and populate with your readings, then upload it in the pane.

Submit meter reading(s) [X]

Add meter readings via:

Individual  Bulk

COMPANY NAME > 333333333 > MPAN 1100220033004 > Meters

Search meter [X] [Q]

⚡ MPAN 1100220033004 1 [^]

Serial number	Meter type	Dials
12A1011123	NHH	5

Register 1:  Last read 873.0 on 30/06/2025

Register 2:  Last read 745.0 on 30/06/2025

Reading Date:  [Calendar icon]

# SEE YOUR CONTRACTS



## VIEW HIGH LEVEL CONTRACT INFORMATION

In the contracts section, you'll see a list of all contracts for your company including active and historic contracts.

By clicking on a contract number, you'll see a summary of key information as well as a list of all sites linked to that contract.

If you have access to multiple companies, you can also find a view of contracts for all companies you have access to from the top level navigation.

A list of letters of authority for third parties can also be found in this section.

The screenshot shows the EDF web application interface. The top navigation bar includes the EDF logo, a user profile icon, and a 'User' label. Below the navigation bar, there are tabs for 'Home', 'Companies', 'Contracts', 'Queries', 'Reports', 'Users', and 'Help & Support'. The 'Contracts' section is active, displaying a table of contracts. The table has columns for 'Contract Number', 'Company Name', 'Sites', 'Start Date', 'End Date', and 'Status'. Three contracts are listed, with the first one, 'Q\_1020304', highlighted by a red box and an arrow pointing down to a detailed view.

The detailed view of contract 'Q\_1020304' shows the following information:

- Selected contract:** Q\_1020304
- Start date:** 01 Jan 2026
- End date:** 30 Sept 2026
- Acceptance date:** -

Below the contract details, there is a section for 'Contracted sites'. This section includes a table with columns for 'MPAN', 'Account number', 'Site name', 'Site address', 'City', 'Post code', and 'Site reference'. Three sites are listed, with the first one, '2200110033004', highlighted by a red box.

# MANAGE YOUR QUERIES



## RAISE QUERIES AND KEEP TRACK OF ANY UPDATES

In the queries section, you'll be able to raise new queries as well as seeing all your existing queries.

If you go the queries section from the top navigation bar, you'll see all the queries you have raised or been assigned. In this overview, if you have access to more than one company, you'll see your queries from across all companies you have access to.

If you go the queries section once within a specific company, you'll see all the queries associated with that company. You'll see all queries you've raised, as well as queries raised by other users with access to that company.

You can open a new query in either view, simply select the 'Raise Query' button, select a category and fill out the details. You can add attachments here as well.

You can now go to the queries section once within a specific account also, to see the queries associated with that account.

Query number	Category	Company name	Last updated	Created	Status	History
QM0000000000	Consumption Data	COMPANY NAME	19 Nov 2025	19 Nov 2025	Open - In Progress	1 # 1
QM0001111111	Billing	COMPANY NAME	20 Nov 2025	19 Nov 2025	Open - In Progress	
QM0002222222	Consumption Data	COMPANY NAME	20 Nov 2025	19 Nov 2025	Open - In Progress	

Query number	Category	Last updated	Created	Status	History
QM0000000000	Consumption Data	19 Nov 2025	19 Nov 2025	Open - In Progress	1 # 1
QM0001111111	Billing	20 Nov 2025	19 Nov 2025	Open - In Progress	
QM0002222222	Consumption Data	20 Nov 2025	19 Nov 2025	Open - In Progress	
QM0003333333	User & Account Access	19 Nov 2025	19 Nov 2025	Open - Awaiting Customer Reply	

# MANAGE YOUR QUERIES



## RAISE QUERIES AND KEEP TRACK OF ANY UPDATES

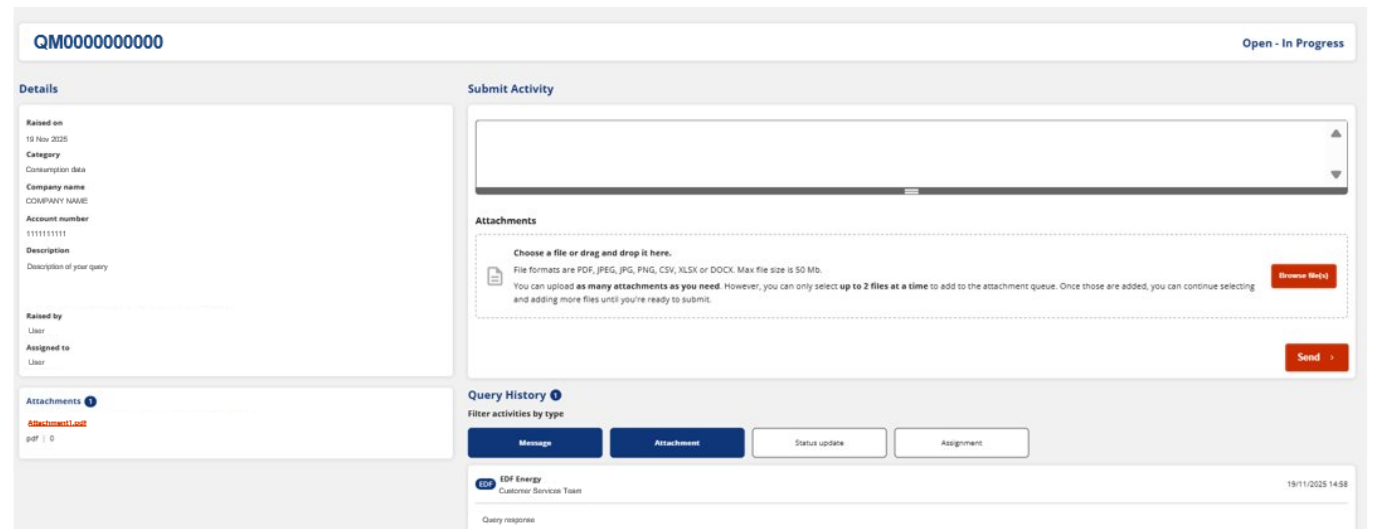
Once you've raised a query, you'll see it appear in your queries list with a unique query number.

By clicking on the query number, you'll be able to see the query details, attachments and query history. You'll also be able to add any updates and attachments to your query in the submit activity section.

The query history will be filtered to show messages and attachments as standard but this can be changed by selecting your preferred options.

For any queries opened in the older MyBusiness portal, the history will be condensed in a single message. All messages in the new portal will appear separately.

You can also run a report to see all the queries for your company and their status in the 'Reports' section. Click on 'Query report' and you'll be able to apply filters and download the XLSX report.



# CREATE REPORTS



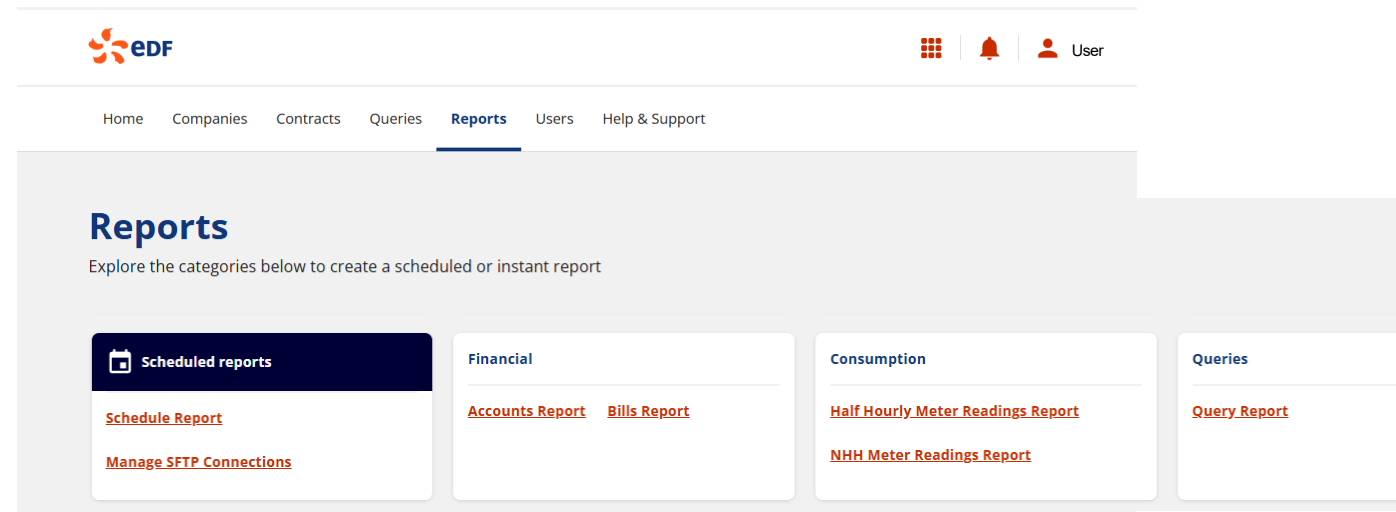
## RUN AD HOC REPORTS OR SCHEDULE THEM TO SEND ON A RECURRING BASIS

In the reports section, you'll find a list of reports you can run instantly, at any time. Simply click on the report you'd like to run, select the parameters and you'll get a notification when it's ready for you to download.

If you'd like to get the same report regularly you can schedule it to be sent via Secure File Transfer Protocol (SFTP) or email.

Click 'Schedule report' and choose the type of report you'd like to schedule. Select how you'd like it delivered to you, how frequently and fill out the relevant details.

You'll be able to see a list of all your scheduled reports in the reports section.



# CREATE REPORTS



## WHAT INFORMATION WILL EACH REPORT PROVIDE?

### **Accounts report**

Provides a consolidated overview of one or multiple accounts across one or more companies, including the following details:

Company Name

Account Number

Account Balance

Site Reference (where applicable)

### **Bills report**

Displays all accessible bills generated within a defined time period, across all relevant accounts and companies.

### **Non-Half-Hourly (NHH) meter readings report**

Generates meter reading data for NHH meters over a specified date range, covering one or multiple accounts across one or more companies.

### **Half-Hourly (HH) meter readings report**

Delivers detailed Half-Hourly consumption data for a specified date range, with customizable parameters. The report includes one or multiple MPANs across one or more companies.

### **Query report**

Provides a list of the queries for your company and their status.

# CREATE REPORTS



## WHAT ARE THE FORMATTING OPTIONS FOR HH REPORTS?

When setting up HH reports, either to run ad hoc or on a schedule, you'll have various options to select from which will impact the format of the report being generated. Here's some more detail on some of the options:

### Comparison / Aggregate

Comparison looks at each MPXNs respective HH data, one by one.

Aggregation adds all of the data together into a single total.

### Granularity

Select the granularity you'd like the data in your report to be presented in. The HH options generate the report in different formats as below:

Half Hourly provides one line of data per MPXN per half hour.

MPR	ReadDatetime	kWh	ReadType
MPAN 1	01/01/2026 00:00	1.23	Actual
MPAN 1	01/01/2026 00:30	1.23	Actual
MPAN 1	01/01/2026 01:00	1.23	Actual
MPAN 1	01/01/2026 01:30	1.23	Actual

Half Hourly (row formatted) provides one line of data per MPXN per day (with the data split per half hour across the row).

MPAN	Date (Local)	Total kWh	00:00 Type	00:30 Type
MPAN 1	01/01/2026	101.23	1.23 Actual	1.23 Actual
MPAN 1	02/01/2026	102.34	1.34 Actual	1.34 Actual

### Timezone

When a HH granularity is selected, you can choose whether to generate your report in local time or UTC.

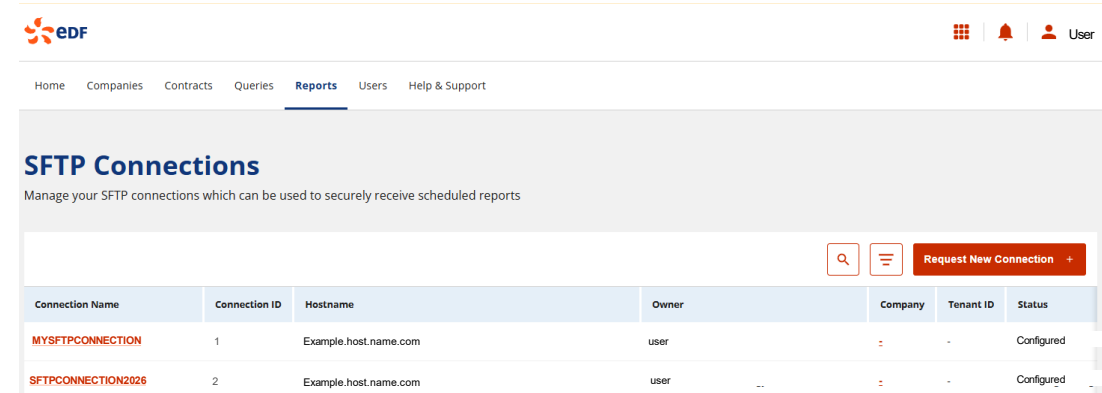
# CREATE REPORTS



## TO GET YOUR REPORTS VIA SFTP YOU'LL NEED TO SET UP YOUR CONNECTION FIRST

Setting up your SFTP connection is fairly simple, you'll just need some support from the team that manage your SFTP server.

By clicking 'Manage SFTP connections' you'll see key details on any existing connections you have and you can 'Request new SFTP connection'



### REQUEST YOUR SFTP CONNECTION

When you select 'Manage SFTP connection' in the reports section you'll see a list of details you'll need to have to start setting up a new connection.



### WHITELIST IP ADDRESSES

Confirm you have whitelisted the provided IP addresses on your SFTP server.



### NAME YOUR CONNECTION

Choose a name for your connection to help you identify it in future.



### SELECT ORGANISATION

Select the company or TPI that your SFTP connection is associated with.



### ENTER SERVER DETAILS

Provide the details of your SFTP server.



### AUTHENTICATE CONNECTION

Select whether you'd like to authenticate via SSH or password and provide the relevant details.



### TEST CONNECTION

We'll review all your details, then send you a confirmation email with a link to test the connection.

Once testing is complete you can start it for reports.

# USEFUL LINKS



## CAN'T FIND WHAT YOU'RE LOOKING FOR?

The Help & Support section has a range of guides and forms to support you with managing your account.

You'll also find a selection of links here that may come in handy.

