

EDF Business
Solutions

MYBUSINESS

USER GUIDE



MANAGE YOUR ENERGY ACCOUNT ONLINE WITH MYBUSINESS



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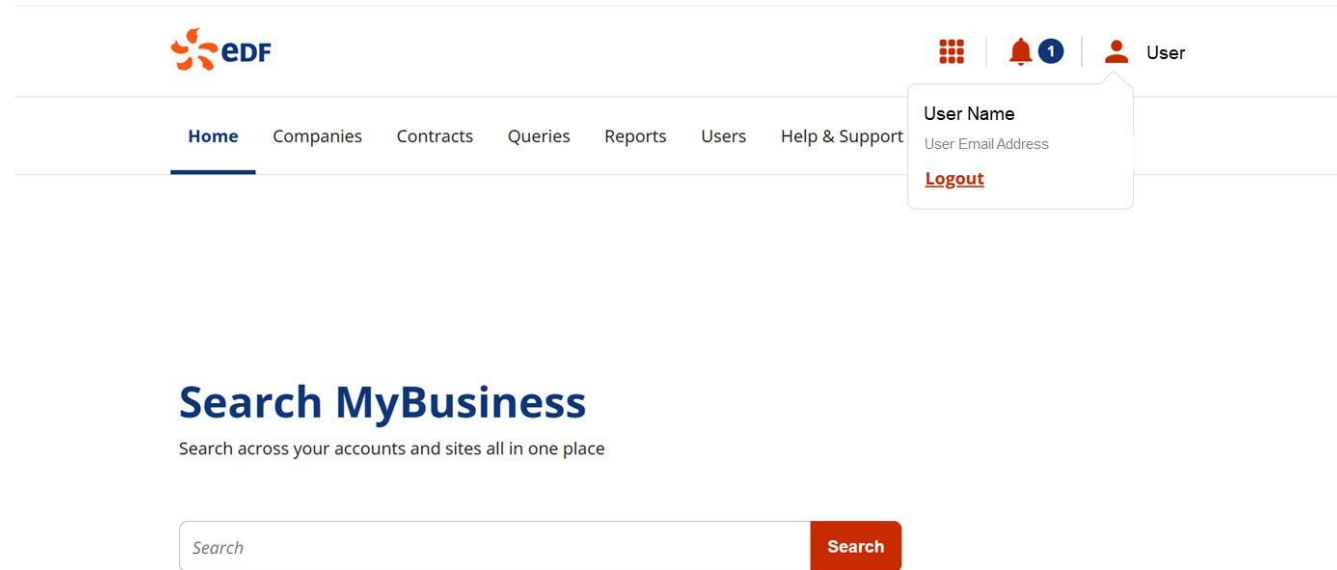
NAVIGATION



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



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 and users - 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 is the 'Overview' section, which contains 'Company details' such as 'Headquarters address: 1 The Street, Somewhere, AB1 2CD', 'Company number: 12345678910', 'Accounts: 108', and 'Sites: 101'. Below the overview is a navigation bar with a dropdown menu showing 'COMPANY NAME' and 'Overview'. To the right of the navigation bar is a 'Change' button with a refresh icon. Below the navigation bar are tabs for 'Accounts', 'Sites', 'Contracts', 'Queries', 'Registrations', and 'Reports'. 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: one with a gas icon and account number 0000000000, and two with lightning bolt icons and account numbers 1111111111 and 2222222222. Below the accounts section is a 'Change company' dialog box with a search bar and a table of companies to switch to, including 'COMPANY NAME A', 'COMPANY NAME B', and 'COMPANY NAME C'. Arrows indicate the flow from the 'Change' button to the 'Overview' section and from the 'Change company' dialog to the 'Accounts' section.

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.

We're just working on you being able to download bills in bulk - coming very soon!



The screenshot shows the EDF MyBusiness portal interface. At the top, there's a navigation bar with the EDF logo, a user profile icon, and a 'Change' button. Below this is a breadcrumb trail: 'COMPANY NAME' > 'Overview'. The main section is titled 'Accounts' and has a sub-navigation bar with 'Accounts', 'Sites', 'Contracts', 'Queries', 'Registrations', and 'Reports'. The 'Accounts' section displays a table of accounts with columns: Account Number, Current Balance, Overdue Amount, Payment Method, Payment Terms, and Site Reference. The table has three rows, with the second row's account number '1111111111' highlighted by a red box and a black arrow pointing to the 'Billing' section below. The 'Billing' section shows a table of bills with columns: Bill Number, Bill Type, Bill Period, Bill Date, Bill Value, and Due Date. The first row's bill number '000011111111' is highlighted by a red box and a black arrow pointing to the 'View details' pane on the right. The 'View details' pane shows the selected account information, including the account number '1111111111', billing address '1 The Street, Somewhere, AB1 2CD', payment method 'DD', and payment terms '60'. It also displays a table of bill details with columns: Amount, Issued, Due Date, and From To Date. The table shows three bills with amounts of £123,546.78. At the bottom of the pane, there are three buttons: 'Download PDF (VAT)', 'Download PDF', and 'Download Ebill'.

Account Number	Current Balance	Overdue Amount	Payment Method	Payment Terms	Site Reference
0000000000	£0.00	£0.00	DD	60	-
1111111111	£0.00	£0.00	DD	60	-
2222222222	£0.00	£0.00	CHEQUE	14	-

Bill Number	Bill Type	Bill Period	Bill Date	Bill Value	Due Date
000011111111	Bill	10 Sept 2025 - 13 Oct 2025	13 Oct 2025	£123,546.78	12 Dec 2025
000022222222	Bill	15 Aug 2025 - 10 Sept 2025	10 Sept 2025	£123,546.78	10 Nov 2025
000033333333	Bill	17 Jul 2025 - 15 Aug 2025	15 Aug 2025	£123,546.78	14 Oct 2025

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

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.

MPXN	Account Number	Site Address	City	Post Code	Site Reference
2200110033004	1111111111	1 THE STREET, SOMEWHE...	SOMEWHERE	AB1 2CD	--
4567891011	0000000000	100 A ROAD	CITY	AB2 1XY	--

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

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

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.

The screenshot shows the 'Submit meter reading(s)' interface. At the top, there is a title bar with a close button. Below it, the 'Add meter readings via:' section has two radio buttons: 'Individual' (selected) and 'Bulk'. A breadcrumb trail shows 'COMPANY NAME > 333333333 > MPAN 1100220033004 > Meters'. A search bar labeled 'Search meter' with a magnifying glass icon is present. The main content area is titled 'MPAN 1100220033004' and contains a table with the following data:

Serial number	Meter type	Dials
12A1011123	NHH	5

Below the table, there are two input fields for 'Register 1' and 'Register 2', each with a placeholder 'e.g. 000022731949'. Underneath these fields, it says 'Last read 873.0 on 30/06/2025' and 'Last read 745.0 on 30/06/2025'. At the bottom, there is a 'Reading Date' field with a placeholder 'DD / MM / YYYY' and a 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 displays the EDF MyBusiness portal interface. The top navigation bar includes 'Home', 'Companies', 'Contracts', 'Queries', 'Reports', 'Users', and 'Help & Support'. The 'Contracts' section is active, showing a table of contracts with columns for Contract Number, Company Name, Sites, Start Date, End Date, and Status. A contract with number 'Q_1020304' is highlighted with a red box, and an arrow points down to a detailed view of this contract. The detailed view shows the contract number 'Q_1020304', start date '01 Jan 2026', end date '30 Sept 2026', and acceptance date. Below this, the 'Contracted sites' section is visible, showing a table of sites with columns for MPAN, Account number, Site name, Site address, City, Post code, and Site reference.

Contract Number	Company Name	Sites	Start Date	End Date	Status
Q_1234567	COMPANY_NAME_A	33	01 Dec 2025	31 Mar 2026	Accepted
Q_0122333	COMPANY_NAME_B	21	01 Dec 2025	31 Mar 2026	Accepted
Q_1020304	COMPANY_NAME_C	20	01 Jan 2026	30 Sept 2026	Accepted

MPAN	Account number	Site name	Site address	City	Post code	Site reference
2200110033004	1111111111	1 THE STREET	1 THE STREET, SOMEWH...	SOMEWHERE	AB1 2CD	-
4567891011	0000000000	100 A ROAD	100 A ROAD	CITY	AB2 1XY	-

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.

You will have two slightly different query overviews.

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.

Query number	Category	Company name	Last updated	Created	Status	History
OM000000000	Consumption Data	COMPANY NAME	19 Nov 2025	19 Nov 2025	Open - In Progress	1 # 1
OM000111111	Billing	COMPANY NAME	20 Nov 2025	19 Nov 2025	Open - In Progress	
OM000222222	Consumption Data	COMPANY NAME	20 Nov 2025	19 Nov 2025	Open - In Progress	

Query number	Category	Last updated	Created	Status	History
OM000000000	Consumption Data	19 Nov 2025	19 Nov 2025	Open - In Progress	1 # 1
OM000111111	Billing	20 Nov 2025	19 Nov 2025	Open - In Progress	
OM000222222	Consumption Data	20 Nov 2025	19 Nov 2025	Open - In Progress	
OM000333333	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.

The screenshot displays the EDF MyBusiness portal interface for managing a query. At the top, the query number 'QM0000000000' is shown on the left, and 'Open - In Progress' is on the right. The interface is divided into several sections:

- Details:** A section on the left containing fields for 'Raised on' (19 Nov 2025), 'Category' (Consumption data), 'Company name' (COMPANY NAME), 'Account number' (111111111), and 'Description' (Description of your query). Below these are 'Raised by' and 'Assigned to', both listed as 'User'.
- Attachments:** A section below 'Details' showing a list of attachments, currently containing one file named 'Attachment.pdf'.
- Submit Activity:** A large empty text area for submitting updates, with a 'Send' button at the bottom right.
- Attachments (Upload):** A dashed box for uploading files, with instructions: 'Choose a file or drag and drop it here. File formats are PDF, JPEG, JPG, PNG, CSV, XLSX or DOCX. Max file size is 50 Mb. You can upload as many attachments as you need. However, you can only select up to 2 files at a time to add to the attachment queue. Once those are added, you can continue selecting and adding more files until you're ready to submit.' A 'Browse files' button is on the right.
- Query History:** A section at the bottom with a filter 'Filter activities by type' and buttons for 'Message', 'Attachment', 'Status update', and 'Assignment'. Below the filters, it shows 'EDF Energy Customer Services Team' and the date '19/11/2025 14:58'.

CREATE REPORTS



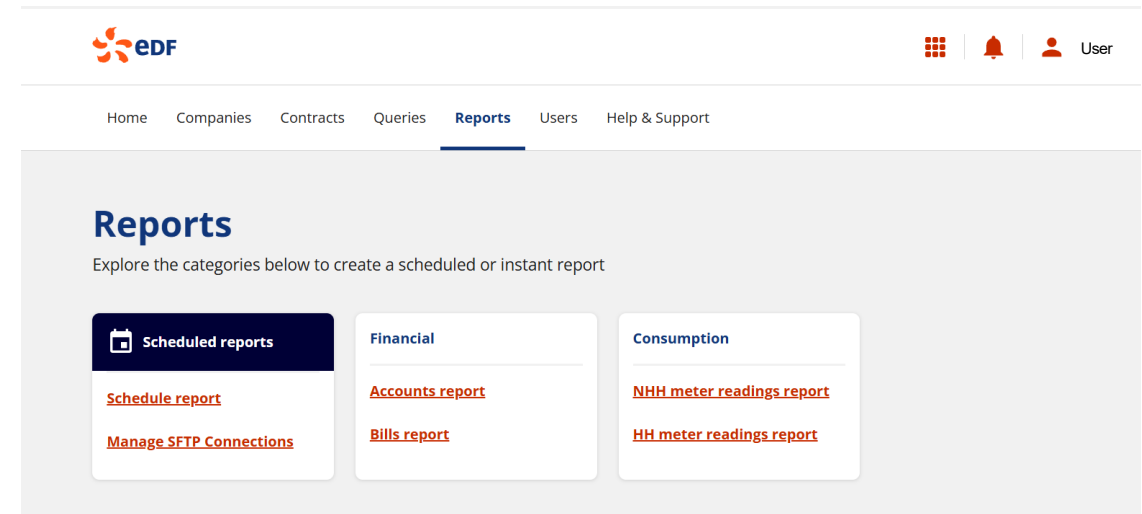
RUN AD HOC REPORTS OR SCHEDULE THEM TO SEND ON A RECURRING BASIS

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 WILL 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.

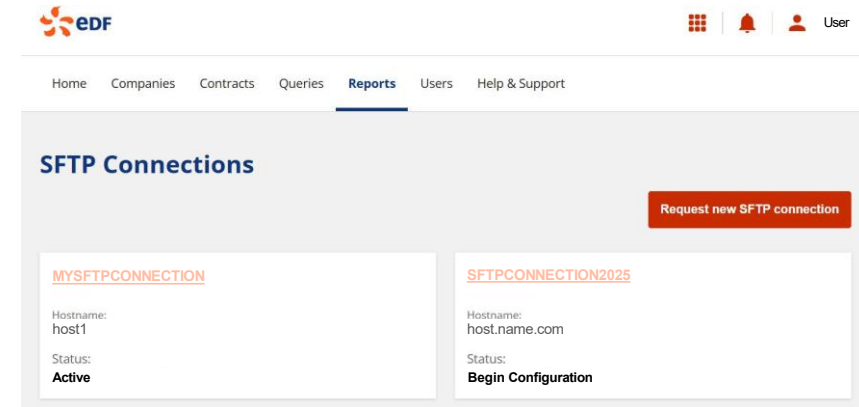
CREATE REPORTS



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'



STEP 1 - REQUEST YOUR SFTP CONNECTION



Select 'Manage SFTP connection' in the reports section. From here you can 'Request new SFTP connection'. Simply name your connection.

STEP 2 - ONBOARD YOUR CONNECTION



You'll now see the connection appear in the 'Manage SFTP connection' page with the option to 'Onboard Connection'. Here you'll provide the details on your SFTP server and we'll give you the IP addresses that need whitelisting.

STEP 3 - DOWNLOAD YOUR PUBLIC KEY



Download the key and pass it to the team that manage your SFTP server to upload it.

STEP 4 - TEST YOUR CONNECTION



We'll notify you once we've established your connection. You'll then be able to test it with a blank file. This step isn't essential if it will impact any workflows but helps you verify the connection.

STEP 5 - SCHEDULE YOUR REPORTS

Your connection is set up and ready for you to use for scheduling 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.

