



ELECTRONIC BILLING

Your guide to EDF ebills



EBILL GUIDE

CONTENTS

What is ebill?

Your ebill straight to your mailbox

Downloading your ebill online

Opening your ebills with ebill reader

Summary of reports

Getting in touch



WHAT IS EBILL?



AN EASY AND SAFE WAY TO RECEIVE ALL YOUR BILLING DATA

- Ebill presents your billing data in encoded .mm file format
- Within your ebill, you'll find a choice of reports that include every charge and data item included in your bill
- You can use our ebill reader to unlock your ebill file and view your data
- If you're an energy consultant, our ebill files are compatible with most types of bill validation software
- To find out more, [visit our dedicated ebilling support page](#)



A woman in an orange safety vest and white shirt holds a large black EV charging cable connector in front of her. The connector has several terminals labeled 'N', 'PE', 'L1', 'L2', and 'L3'. In the background, a 'podpoint' charging station is visible against a blue sky with clouds.

RECEIVING YOUR EBILL

Straight to your mailbox

RECEIVING YOUR EBILL

STRAIGHT TO YOUR MAILBOX



- Ebills are sent directly to your chosen email address
- To keep your data safe, ebills are sent in encrypted .mm file format
- Use our ebill reader to unlock the .mm file to view your bill
- What's more, once you have ebill set up on your account, you can also download them straight from our MyBusiness portal
- If you have your own bill validation software, our .mm files can be sent direct to your bill validation mailbox
- To get ebill added to your accounts today, [speak to our team](#)
- To find out more, [visit our dedicated ebilling support page](#)



MYBUSINESS

Downloading your ebill online

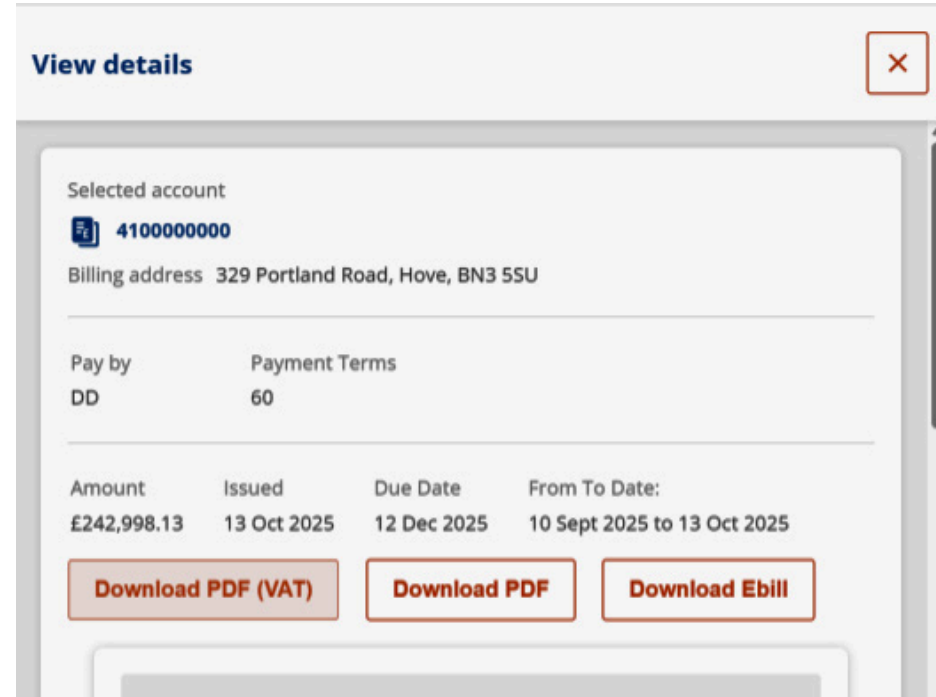


DOWNLOAD YOUR EBILL ONLINE

DIRECT FROM MYBUSINESS



- Once you're registered, you'll receive an email to let you know there's a new bill for you to download in MyBusiness
- Click on your account and locate the invoice you'd like to view
- You can then select ebill from the pop-up menu (right)
- Save your ebill to your device in a place that's easy to find, like your desktop or C drive
- Follow the steps on the next slides to open your ebill in our ebill reader



[Register for MyBusiness](#)



EBILL READER

Opening your bills



EBILL READER


USING OUR EBILL READER MAKES ANALYSING YOUR BILLS QUICK AND EASY

HERE ARE SOME HELPFUL TIPS TO GET YOU UP AND RUNNING

- Save the ebill reader to your desktop or an easy to find location. You'll need it each time you receive a new ebill
- The reader converts the .mm file into a excel, providing a detailed breakdown of every element of your bill
- If you have consolidated bills, you'll be able to analyse individual 'child' invoices as well as the overall 'parent'
- The ebill reader can also be used for portfolio reports if you're set up to receive these. [Ask our team](#) to find out more

[Download ebill reader](#)

- Open the ebill reader
- If you see a security warning, click 'enable content'
- Click the hyperlink at the bottom to begin

 SECURITY WARNING Some active content has been disabled. Click for more details. [Enable Content](#)



Welcome to your eBilling Reader.

With our reader you will be able to do the following:

- View and print individual site invoices
- Compare consumption and readings across sites
- Graph the information
- Produce a selection of built-in reports
- Produce and customise your own reports

How do I import my eBill file into the reader?



1. Save your latest eBill file to your desktop
2. Open the eBill Reader and ensure macros are enabled
3. Select the 'Click here' hyperlink below
4. Select the 'Open file' icon from the toolbar (Or add-ins ribbon)
5. Import your latest eBill file

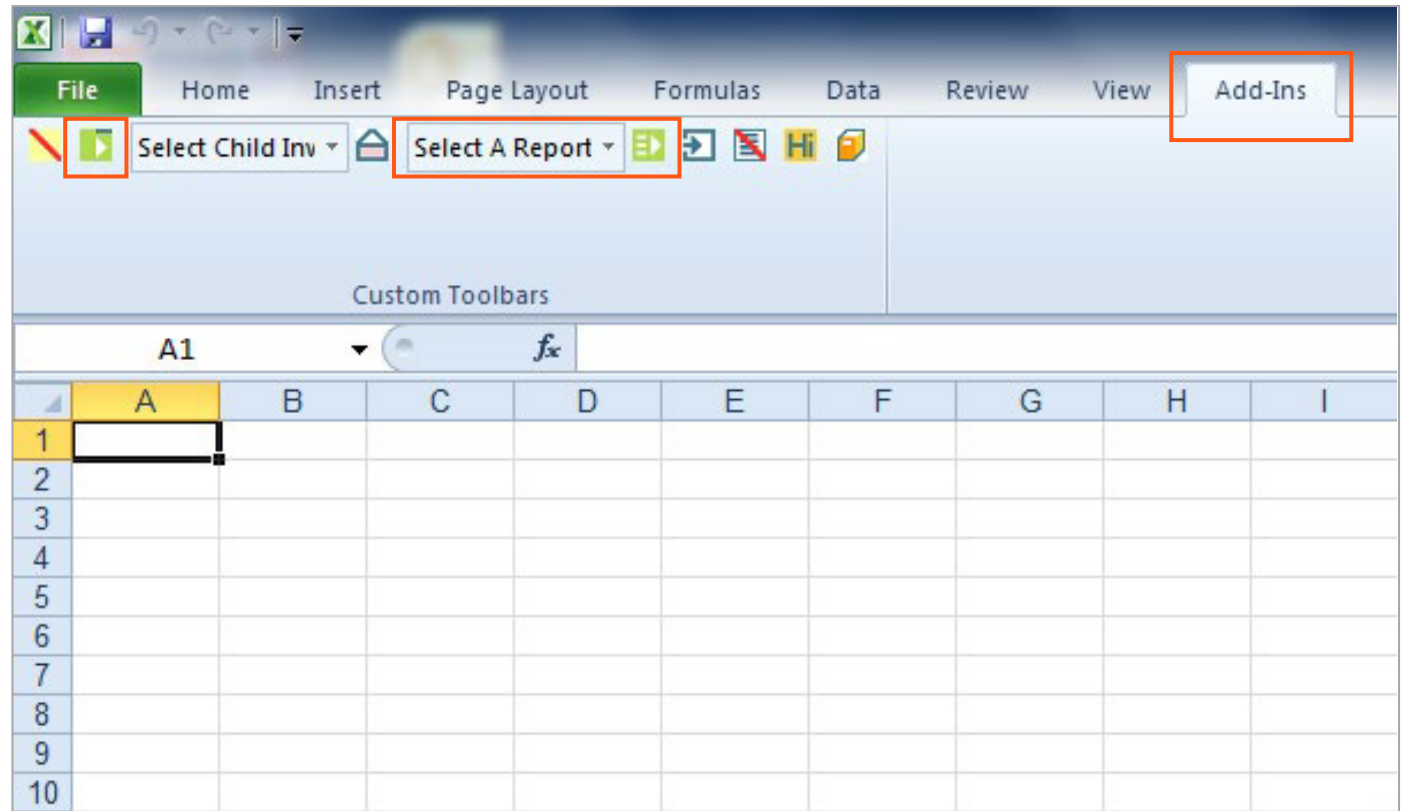
To begin, [click here](#)

EBILL READER



Add in the .mm ebill file we sent you and view your report

- Select the 'add-ins' tab
- Click on the green  button
- Locate your ebill file
- Select the report you'd like to view
- Click 



EBILL READER



A SUMMARY OF REPORTS AVAILABLE IN YOUR EBILL

- Additional Child Details – information about each individual child account including site reference, site address, and any DDs that have been set up
- Energy Charges Report – all child account energy charges
- Miscellaneous Charges – all child account non-energy charges, like standing charge, metering and network charge
- Climate Change Levy – CCL charge for each child account
- VAT Details – VAT charges for each child account
- Child Totals – total charge for each child account
- Meter Readings – details of your meter(s) and readings we've billed from/to
- Miscellaneous Text – any messages included in your bills
- Parent Information – a complete view of your consolidated parent invoice
- Additional Parent Details – complete view with billing and contact information
- Summary Report – a summary of all child bills included in your consolidated invoice
- Child Details - information about each individual child account with bill start and end dates
- Property Account Information – your comprehensive bill summary showing a breakdown of all charges, unit rates, readings and dates



GETTING IN TOUCH



To find out more about ebill, simply call your regular customer support team. You'll find their number at the top of your bill.

Or, for more help on how to contact us and our opening times, [visit our Contact Us page](#)

New to EDF?

Our Welcome Team will help you discover if ebill is right for your business and answer any questions you may have. Email us at yoursetup@edfenergy.com

