

# ELECTRONIC BILLING

How to get the most from your EDF ebills

CHANGE IS IN *OUR POWER*



# EBILL HOW TO GUIDE

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# WHAT IS EBILLING?

## AN EASY AND SAFE WAY TO RECEIVE ALL YOUR BILLING DATA

- Ebills present your billing data in encoded excel 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 with braided hair, wearing an orange safety vest over a white shirt, is smiling and holding a large, black, circular electrical plug. The plug has several terminals labeled 'N', 'PE', 'L1', 'L2', and 'L3'. In the background, there is a blue sky with clouds and a tree. To the right, a black 'podcast' button is visible.

# RECEIVING YOUR EBILL

## Straight to your mailbox

# RECEIVING YOUR EBILL

## AN EASY AND SAFE WAY TO RECEIVE YOUR BILLING DATA

- 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



# HOW TO DOWNLOAD YOUR EBILL ONLINE



- Remember to register for our online portal, [MyBusiness](#)
- You'll receive an email to let you know there's a new bill for you to download
- Locate the invoice number you'd like to view and click the download button
- Save your ebill to your device in a place that's easy to find like your desktop or c drive
- Make sure the file name includes .mm at the end
- Follow the steps on the next slides to open your ebill in our ebill reader

The screenshot shows the EDF MyBusiness portal interface. At the top, there's a navigation bar with the EDF logo, a user profile icon, a notification bell with '12', and an 'Action' button. Below this, account details are displayed: Account Number: 1111111111, Payment Method: BACS, Payment Terms: 30 days from invoice date, and Account Balance: £247,903.85. A breadcrumb trail shows 'Overview', 'Accounts (833)', 'Invoices (4)', 'Site (0)', 'Account History (7)', and 'Feed'. The main content area features a table of invoices with columns for Invoice Number, Invoice Date, Date From, Date To, Payment Terms (Days), Type, Due Date, and Total. The first row is highlighted in light blue. A red box highlights the 'Download eBill' button and two document icons at the end of the first row. At the bottom left, there's a dropdown menu set to '25 records per page'.

Invoice Number	Invoice Date	Date From	Date To	Payment Terms (Days)	Type	Due Date	Total
000099999999	15 Sep 2023	15 Aug 2023	15 Sep 2023	30	Invoice	15 Oct 2023	£114,355.19
000099999999	15 Aug 2023	17 Jul 2023	15 Aug 2023	30	Invoice	14 Sep 2023	£129,305.02
000099999999	17 Jul 2023	29 Jun 2023	17 Jul 2023	30	Invoice	16 Aug 2023	£102,558.82
000099999999	29 Jun 2023	01 Apr 2023	29 Jun 2023	30	Invoice	29 Jul 2023	£196,774.10



# 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 our free ebill reader](#)

# 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](#)

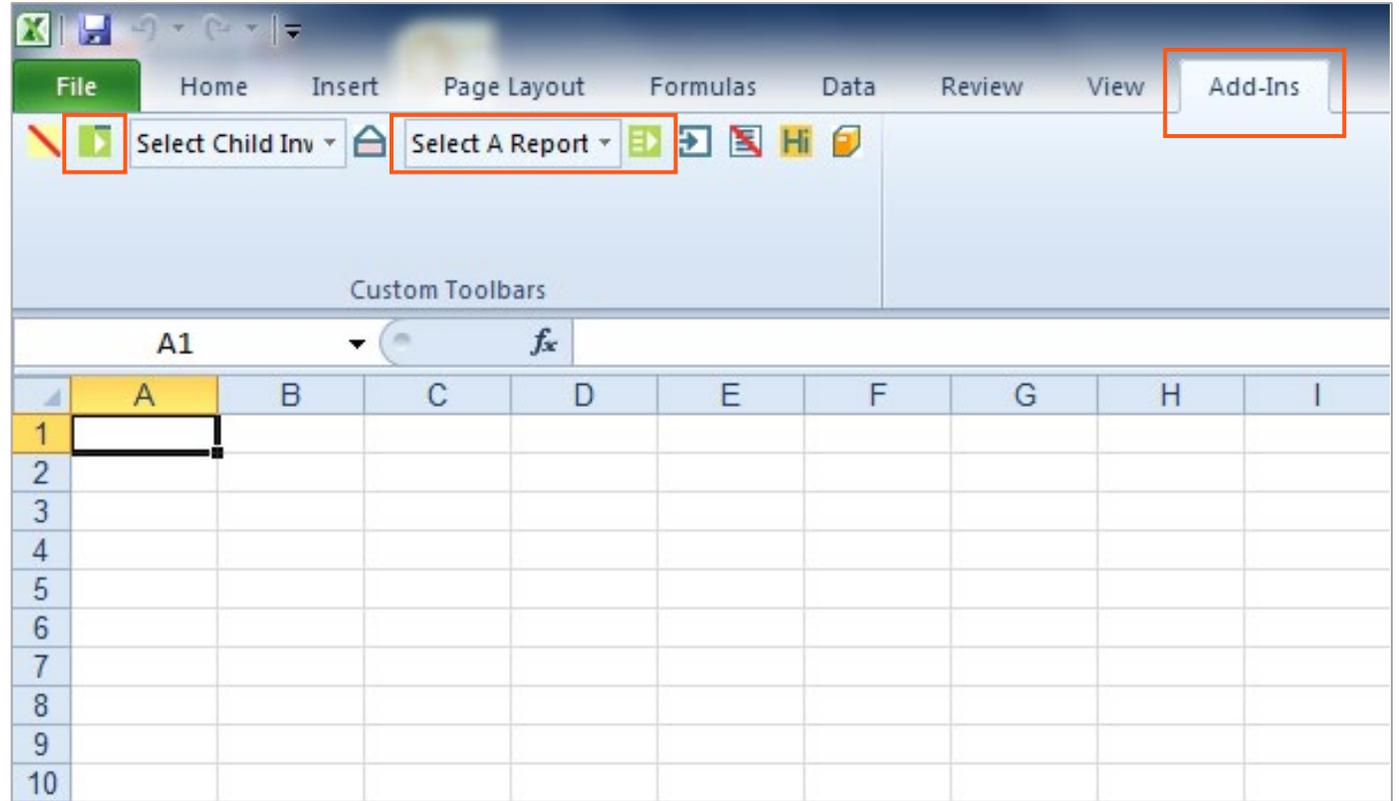


# EBILL READER



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



# CONTACT US



To find out more about ebill, speak to your regular EDF Business Solutions contact.

Or contact our customer support team who'll be happy to help.

## New to EDF Business Solutions?

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](mailto:yoursetup@edfenergy.com)



Customer support contacts

Direct customers:

[MidMarketCustomerContact@edfenergy.com](mailto:MidMarketCustomerContact@edfenergy.com)

Energy consultants:

[ChannelPartnerSupport@edfenergy.com](mailto:ChannelPartnerSupport@edfenergy.com)



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\* Please visit our website to view our [opening times](#). We may monitor and/or record calls for security, quality, or training purposes. Calls to 0845 numbers will cost up to 7p per minute plus your standard network charges. The price of calls may vary with other operators and calls from mobiles may be considerably higher. Please check with your operator for exact charges.