MYBUSINESS

USER GUIDE

MANAGE YOUR ENERGY ACCOUNT ONLINE WITH MYBUSINESS

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Reporting
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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!

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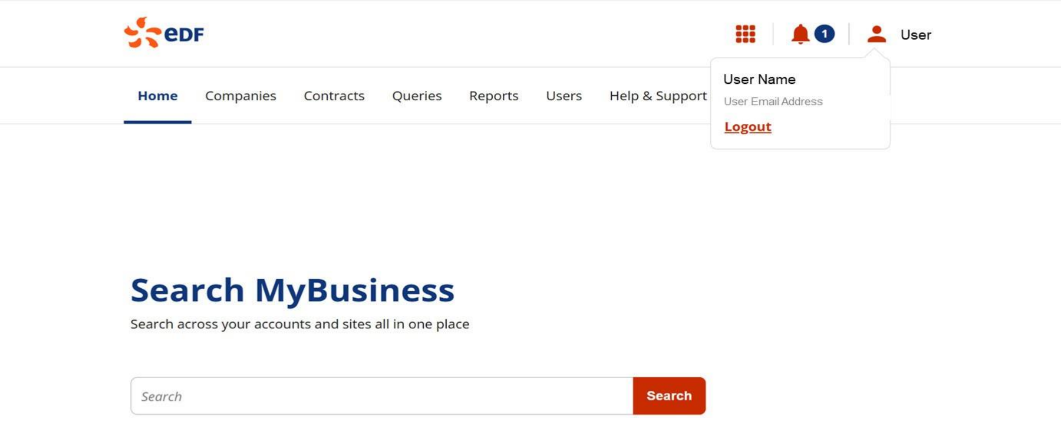
NAVIGATION

ONCE LOGGED IN, YOU'LL SEE YOUR MYBUSINESS HOMEPAGE

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

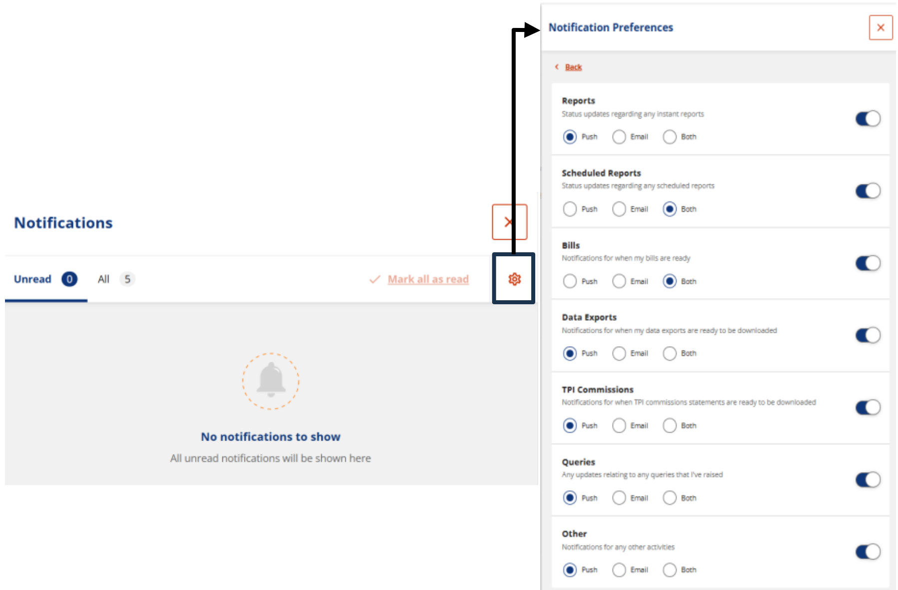
- ✓ Search for your companies, accounts, sites or meters
- ✓ Your main navigation bar to move around the portal:
  - ✓ See all the companies, contracts, queries and reports you have permission to view
  - ✓ Find useful links and guides in the Help & Support section
- ✓ See your new notifications
- ✓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



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

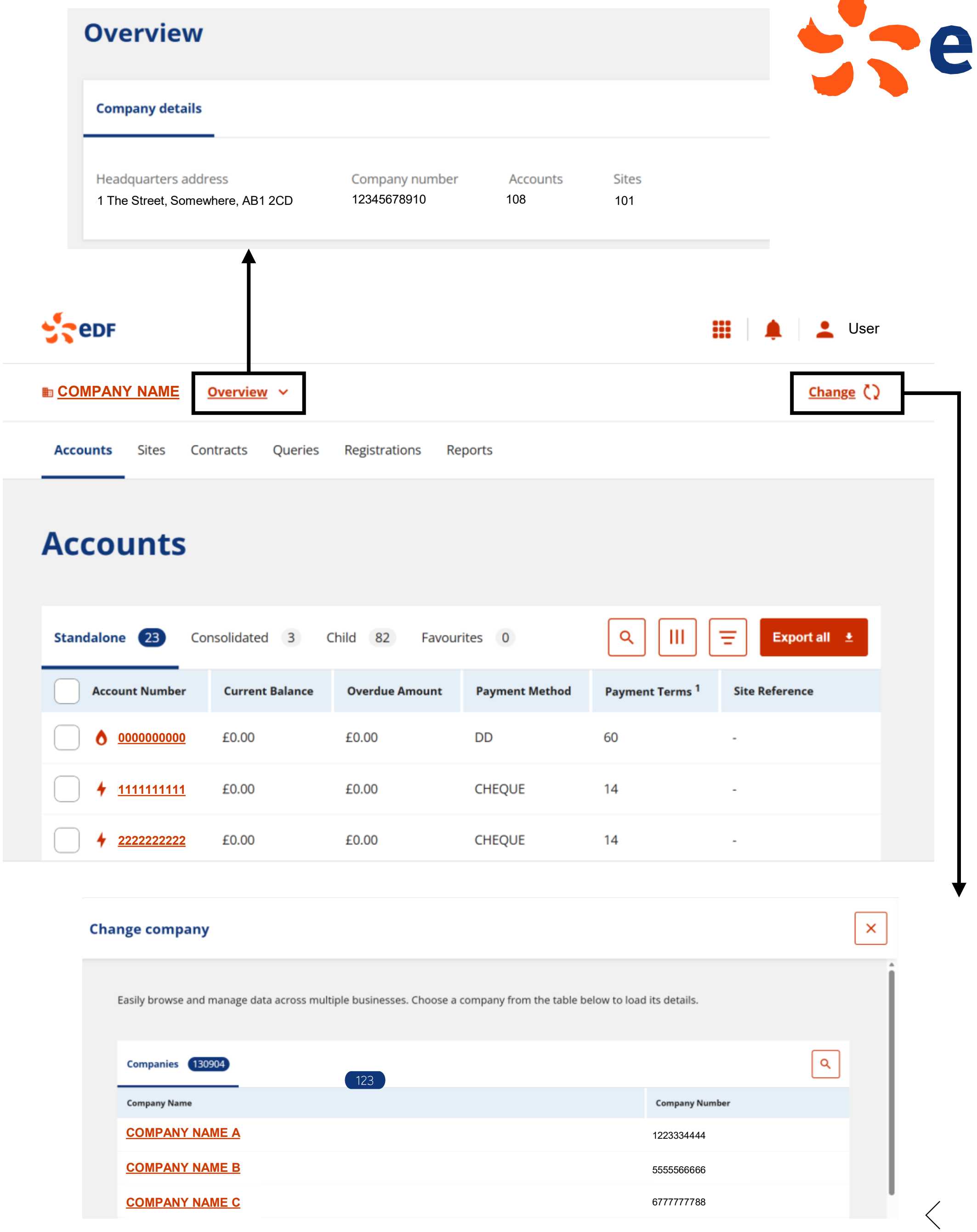
FIND A COMPANY USING THE SEARCH BAR OR BY SELECTING THEM IN THE COMPANIES TAB.

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 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.



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	COLUMN CONFIGURATOR	FILTER	EXPORT ALL
Search for data within the table	Only see the columns that you need	Narrow down the data you can see based on key filters	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

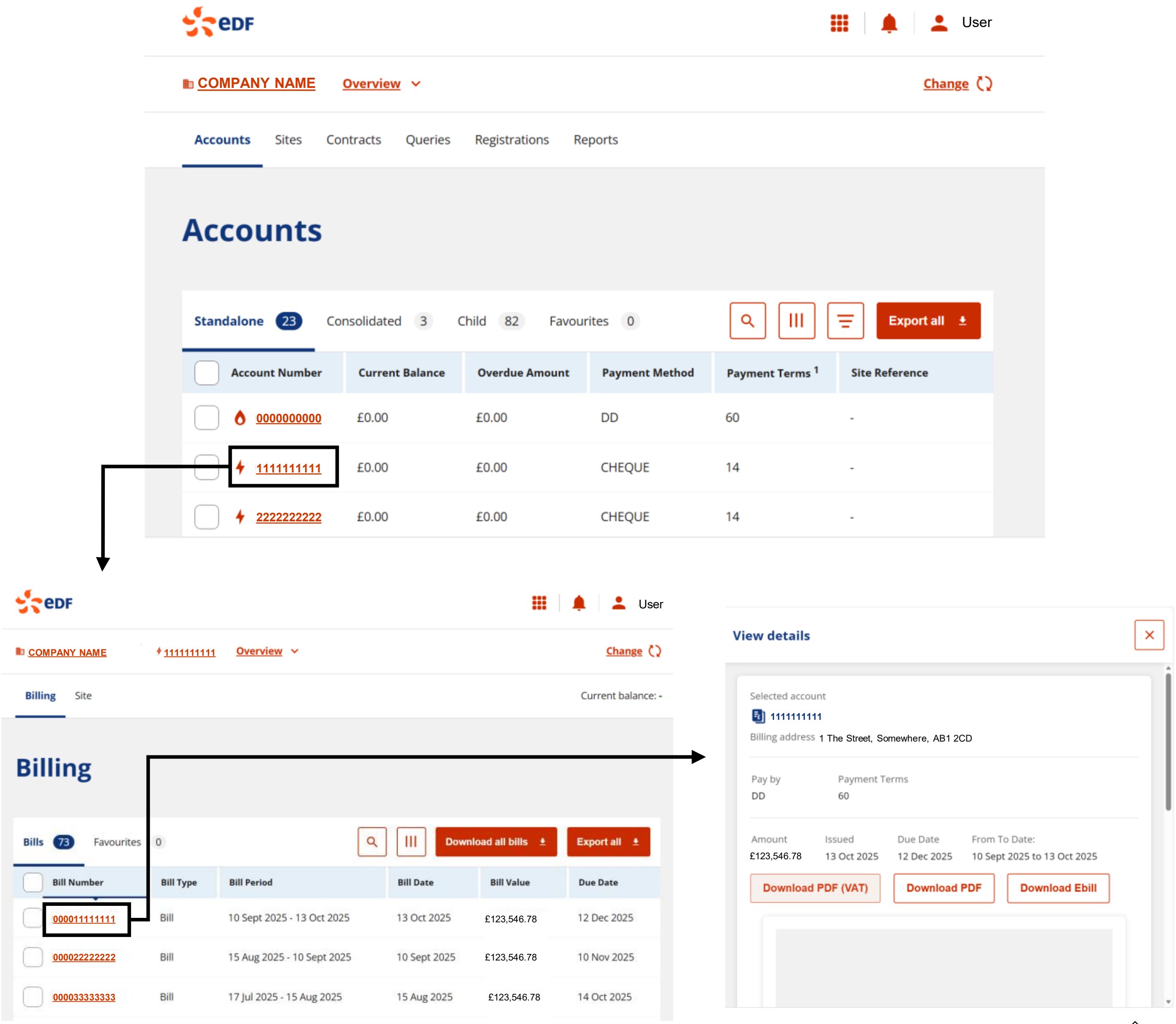
BILLING INFORMATION CAN BE FOUND IN THE ACCOUNTS SECTION

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.

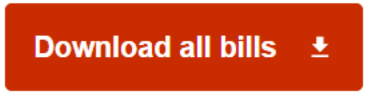


DOWNLOAD YOUR BILLS

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.

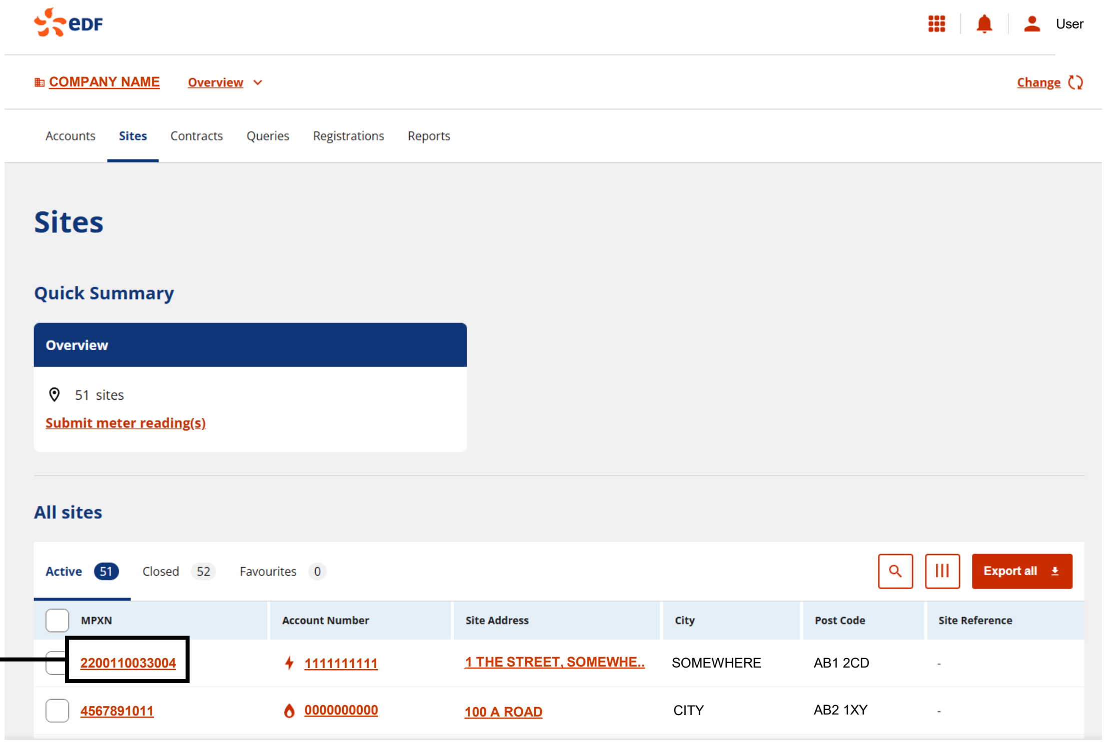
VIEW YOUR CONSUMPTION DATA

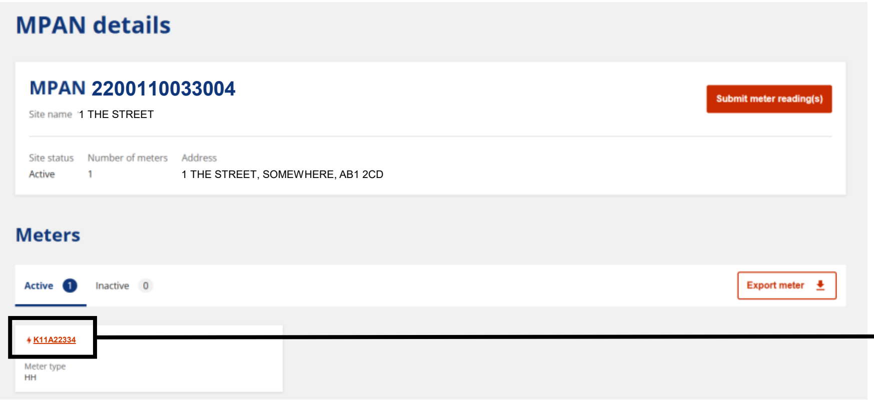
YOUR CONSUMPTION DATA CAN BE SEEN IN THE SITES SECTION

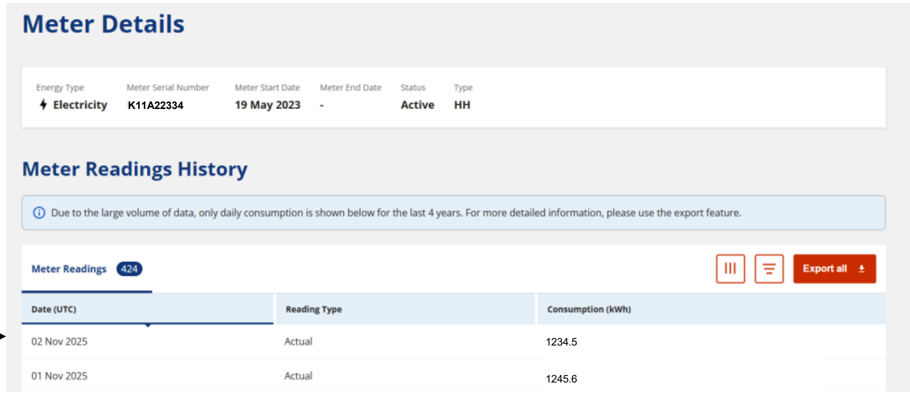
In the sites section, you'll find a list of all sites connected to your company.

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.







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:

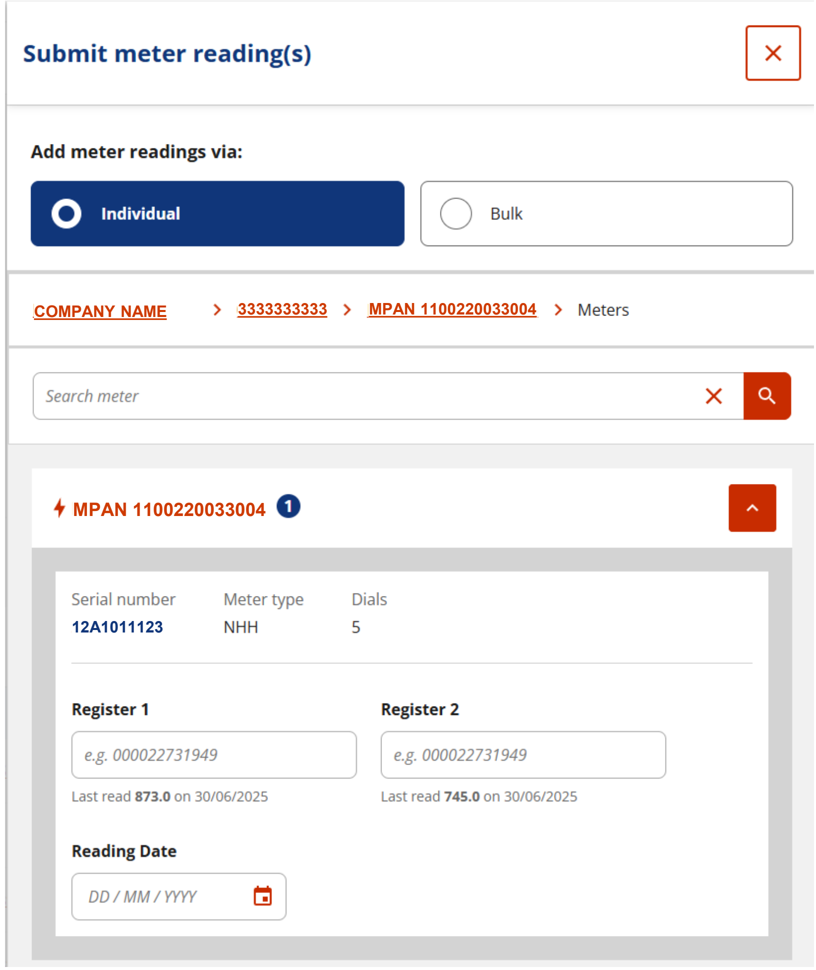
- Your sites overview page
- The MPXN details page
- The meter details page

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.



SEE YOUR CONTRACTS

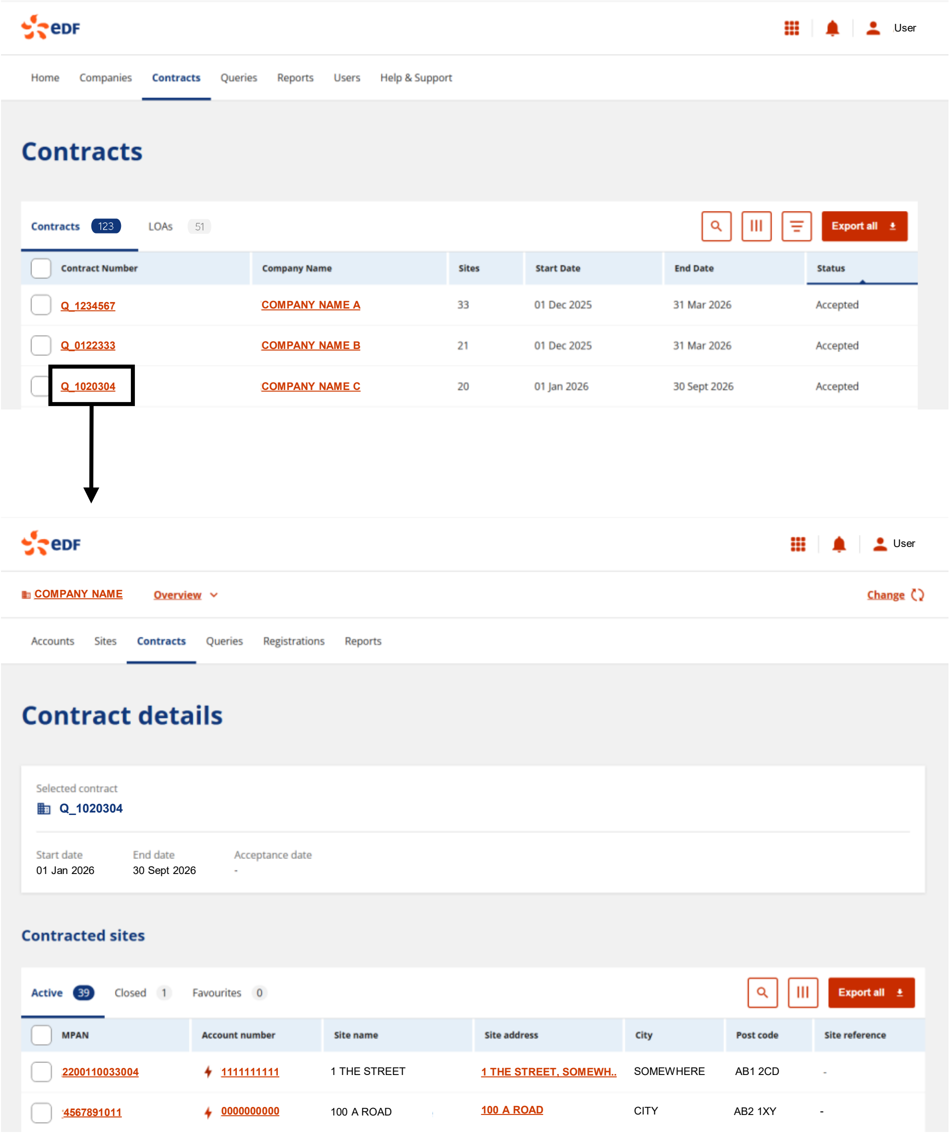
VIEW HIGH LEVEL CONTRACT INFORMATION

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.



MANAGE YOUR QUERIES

RAISE QUERIES AND KEEP TRACK OF ANY UPDATES

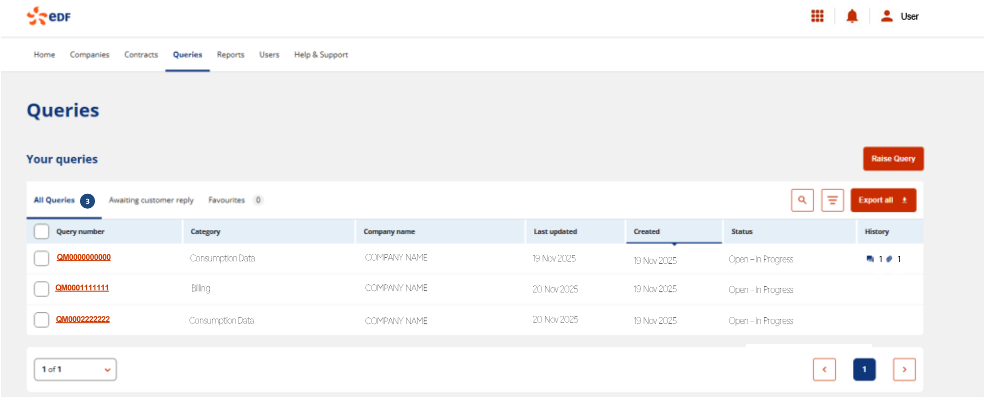
In the queries section, you'll be able to raise new queries as well as seeing all your existing queries.

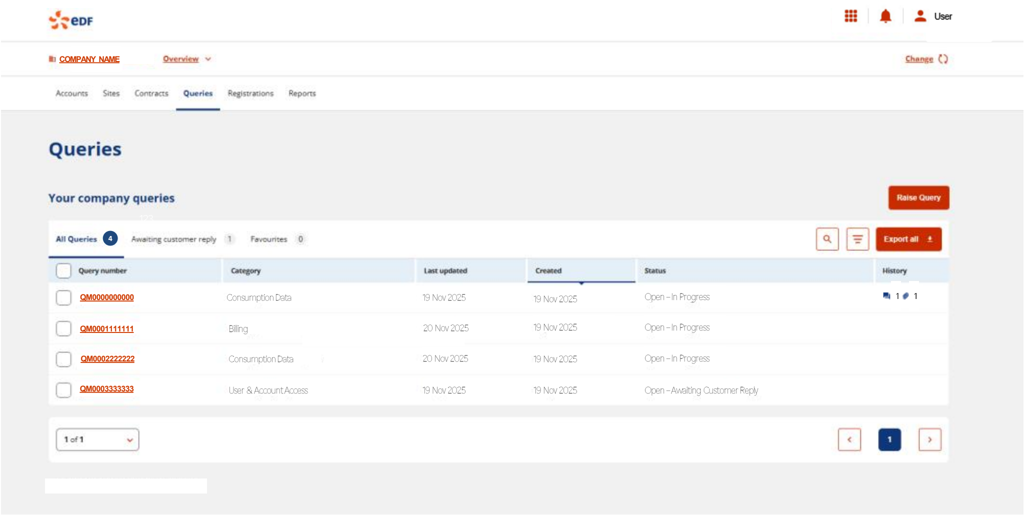
You will have two slightly different query overviews.

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. You can add attachments here as well.





MANAGE YOUR QUERIES

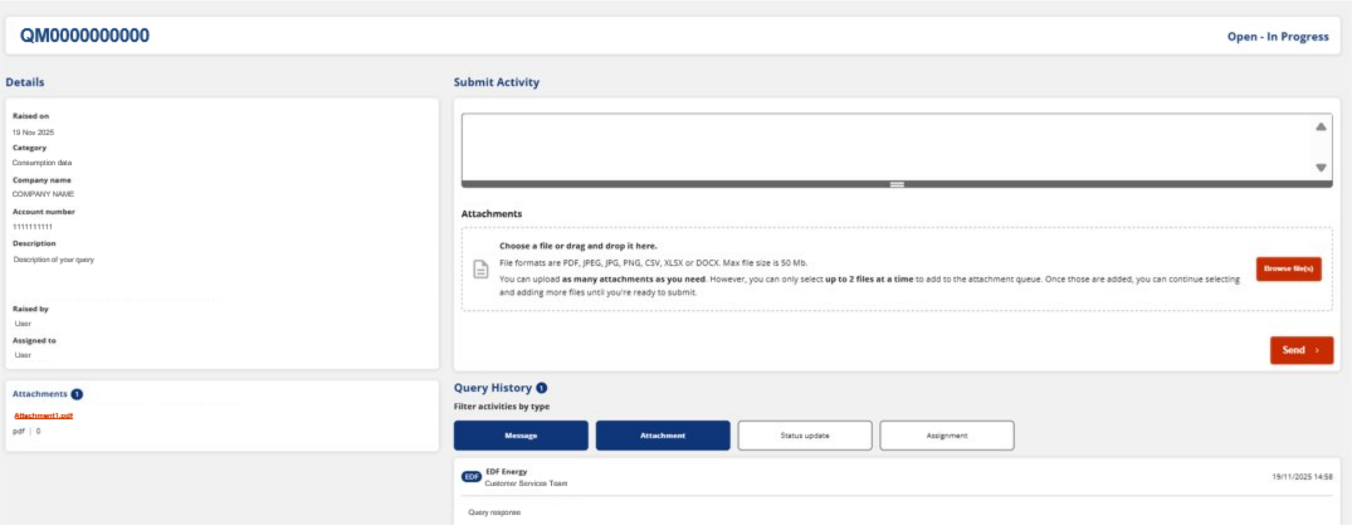
RAISE QUERIES AND KEEP TRACK OF ANY UPDATES

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 now 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

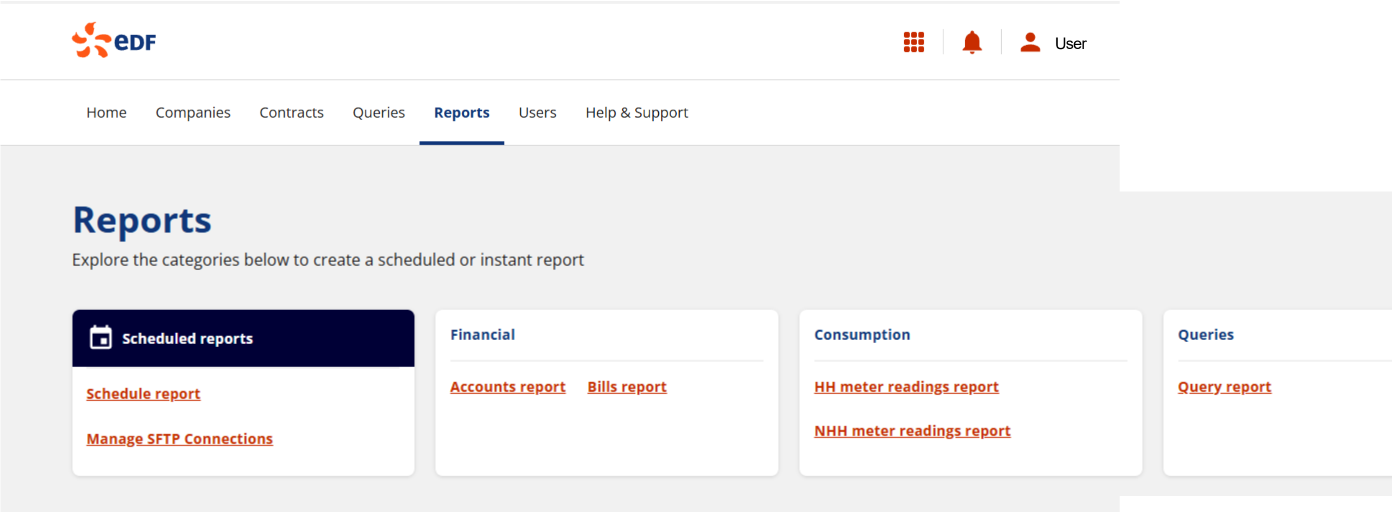
RUN AD HOC REPORTS OR SCHEDULE THEM TO SEND ON A RECURRING BASIS

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.

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 2 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

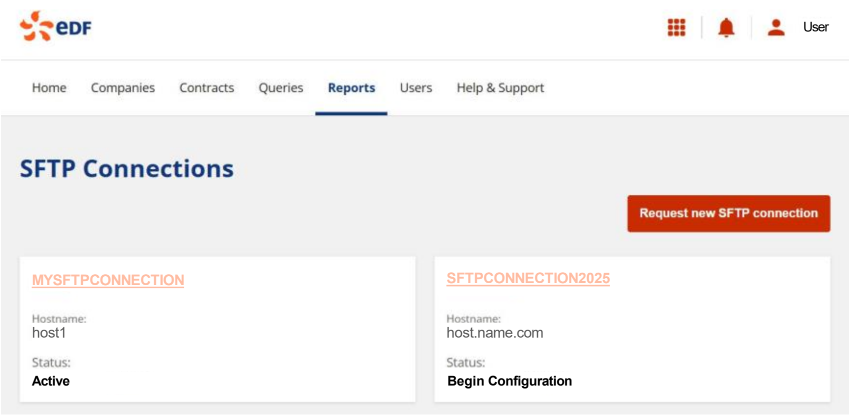
When a HH granularity is selected, you can choose whether to generate your report in local time or UTC.

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'



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

If you've chosen to use an SSH key as your authentication method, 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.

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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.