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**Account  
overview**

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# Account Overview

Dashboard is an easy-to-use, intuitive online account management system for your npower Business Solutions (nBS) gas and electricity contract(s). This overview page gives you an upfront summary of some key areas of your account(s).

## 1 Notifications

Notifications give you one-click access to the latest updates about your account:

- Meters – find out which meter reads are due (to ensure forthcoming invoices are based on accurate consumption) and which are overdue
- Invoices & payments – access a summary of invoices that are due, and any that are overdue
- Contact us – view any queries currently being dealt with on your account(s) and log any new queries
- Renewals – click through to details of any contracts that are due for renewal in the next six months (also see point 3, right)

## 2 Display options

Display options allow you to select which account features you want displayed on your 'Overview' page (examples given in blue boxes on the right).

## Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at [npower.com/business-solutions/your-account/glossary](https://npower.com/business-solutions/your-account/glossary) for a full explanation.

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**Overview**

Everything you need to see at a glance, with filters to view your data in a number of useful ways.

Morissette Manufacturing | Princes Way, Birmingham, B91 3CS

**Notifications**

METERS | INVOICE & PAYMENTS | CONTACT US | RENEWALS (Due in 6 months)

**Company Statistics View**

**DISPLAY OPTIONS**

- Finance/Contracts
- Total Balance
- Renewals
- Customers
  - Accounts
  - Sites
  - Gas Meters
  - Electricity Meters
- Meter Reads Due
  - Gas
  - Electricity
- Queries
- Meter Queries

**TOTAL BALANCE** | **#ACCOUNTS** | **#SITES** | **#GAS METERS** | **#ELECTRICITY METERS**

**RENEWALS**

Contract Number	Product	Start Date	End Date
No contracts due for renewal			

**METER READS (Gas)** | **METER READS (Electricity)**

0 5 10  
Meter Reads Due | Meter Reads Due

Enter Meter Read | Enter Meter Read

## 3 Renewals

An 'at a glance' summary of any contracts due for renewal in the next six months.

## 4 Meter reads

This section allows you to see a quick summary of which gas and/or electricity meter reads are due.



## [npower.com/dashboard](https://npower.com/dashboard)

Visit [npower.com/dashboard](https://npower.com/dashboard) to register your account and log in today.

If you have any questions or would like to know more about Dashboard, please contact your Client Lead or Account Manager.

Alternatively you can call our Customer Contact Team on 0800 138 2322.

**Phone calls:** We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 should be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

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