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Contact us



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Contact us

If you need help with anything, the 'Contact us' section allows you to log and track your queries.

1 Account search

You can search for existing queries by your account number or name, MPAN, MPRN or address (you can find all this information on your contract or invoice).

2

These options show the status of your query:

- **npower Business Solutions action:** if this box is ticked, your query is with us and we are working on a solution
- **Customer action:** if this box is ticked, we require some more information from you to help us resolve your query
- **Closed:** if this box is ticked, your query has been resolved (please note, queries are only closed once you are satisfied with the resolution)

The screenshot shows the 'Contact Us' page with a search bar for accounts and two main buttons: 'Your Queries' and 'Raise New Query'. Below these is a 'Your Queries' section with search filters and a table of queries.

Account/Customer %	Query Type %	Query Reference %	Created Date %	Status %
00007902 - Morissette Manufacturing	Invoice & Billing	QRYINV-6314	10/01/2020	Open
00007902 - Morissette Manufacturing	Meters	QRYMET-2611	10/12/2019	Open
00007902 - Morissette Manufacturing	Complaint	QRYCMP-2004	10/12/2019	Open
00007902 - Morissette Manufacturing	Moving Premises	QRYMOV-2008	10/12/2019	Open
00007902 - Morissette Manufacturing	Meters	QRYMET-2610	10/12/2019	Open

Information about how to use the Raise New Query tab explained on the next page.

3

View more detail about each query, including a detailed history of related correspondence between you/your team and our Customer Service Team.

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 for a full explanation.

4 Raising a new query

Select from a choice of topics to ensure you direct your query to the most relevant member of our Customer Service Team. Please remember to attach any supporting documents or images that will help us to understand your query fully. We will respond to you within 2 working days – so don't forget to log back in to check for any messages from us.

4 Choose a Query Type

Invoice & Payments  <ul style="list-style-type: none">• Query on your bill• Duplicate invoice request• Invoice not received	Change of Details  <ul style="list-style-type: none">• Site address change• Contact details change• Address amendment	Queries on Existing Meters  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange	New Connections  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange
Moving Premises  <ul style="list-style-type: none">• Site address change• Contact details change• Address amendment	Complaint  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange	Other  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange	

Please consult our [Please review our Complaint Policy](#)

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npower.com/dashboard

Visit 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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