



Welcome to

Dashboard

A comprehensive guide to your new online account management portal. Find out how Dashboard can help you and your business in 6 easy steps.

npower

**Business
Solutions**



1

**Account
overview**

1

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 for a full explanation.

1

2

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**

3 RENEWALS

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

4 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.

2

Meters



2

Meters

Sending and accessing meter read information has never been easier. Our metering page allows you to manage your readings, view and download consumption data, and register your interest in Smart metering.

1 Account search

You can search for meter information relating to different gas or electricity accounts by account name or number, site address, MPAN or MPRN (you can find all this information on your contract or invoice).

2 Submitting individual meter reads

Select 'Submit meter reads' to submit individual meter reads. You can search for your meters by MPAN, MPRN, MSN, address or postcode.

Meter read – to help you manage your spend and ensure accurate invoices, our intelligent systems will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

1

2

Meters

Sending and accessing meter read information has never been so easy. Submit individual site reads or upload multiple readings in one go and raise Smart meter queries. If you don't have a Smart meter but would like to know more, you can register your interest here.

Accounts

Account number/name, MPAN/MPRN, Address

Fuel Type %	Account Number	Account Name	MPAN/MPRN	Site Address
<input type="checkbox"/> Gas	00005504	Jen's Account	100288735	Globe Works, 883 Holly Tree Lane, FHM, Fireside, Doggy, PE2 7SN
<input type="checkbox"/> Gas	00005505	Maiden Ironworks	8726375542	Main Forge, 58 Metalica Road, Quenies, Foresight, Tollyubbe, PE6 7DZ
<input type="checkbox"/> Gas	00005506	Bread Factory	Multiple	Smiths Warehousing, E7 Havant Road, Brightside, Yeovilton, Somerset, PE5 7PO

1/5

Navigation Options:

- Submit Meter Reads (Bulk Meter Reads if you have more than 10 sites)
- Download Consumption for MH and DM sites, View Consumption data for MH and NDH sites, View Previous Meter Reads (last 12 months meter readings)
- Submit Meter Queries (for any meter if smart meter queries)
- Business Solutions Smart Metering (register your interest)

SEARCH BY: Keyword (MPRN, MPAN, MSN, Address, Postcode) Fuel Type (Gas, Electricity)

METER POINT	PREVIOUS READ	CURRENT METER READ
MPRN: 7762074968 MSN: MDGAS9022 Address: Morissette Manufacturing 993 385		* Meter Read Date: [input] * Standard Meter Reading: e.g. 1234567 (Max length: 7 digits)
MPRN: 1178276344 MSN: MDGAS9023 Address: Morissette Manufacturing 993 385	Date: 25/04/2019 Meter Read: 7100 kWh Status: Accepted	* Meter Read Date: [input] * Standard Meter Reading: e.g. 1234567 (Max length: 7 digits)

Submit All

1/1

3a

Your gas or electricity meter details are listed here (and continued on further pages if more than two).

3b

See the date and volume of any previously submitted meter reads, and also the status (see below).

Meter status types

- Processing – with our Customer Service Team, and will appear on your account momentarily
- Processed with errors
- Success – meter reading successful
- Error – we have been unable to validate your reading, please double check your data, and resubmit, or raise a metering query

Bulk upload meter read options explained on the next page.

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4 Submitting bulk meter reads

Select 'Bulk upload' for a simple way to send us multiple meter reads.

5 Completing the Bulk upload template

Please select 'Download template' to get our easy to use template to submit bulk meter reads.

Meter read – to help you manage your spend and issue accurate invoices, our intelligent systems will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

The image shows a web interface for submitting bulk meter reads. At the top, there are two buttons: 'Download Template' (labeled 5) and 'Upload Template' (labeled 6). Below these is a table with the following columns: MPAN/MPRN, Meter Serial Number, Date of Reading, Meter Register ID, Reading, and Sequence Type. A second screenshot shows the same spreadsheet in Microsoft Excel, with a dropdown menu open for the 'MPAN/MPRN' column, showing various number formats like 'Number', 'Currency', 'Accounting', etc.

5a

5a Metering sequence type

FIRST – please use this code if you have opened a new account with us, and this is your first meter reading.

NORMAL – please use this code if you have provided us with meter reading before (if this is not your first or last meter reading, and you are part-way through your contract with us).

LAST – please use this code if you are closing your account with us, and this is your last meter reading.

5b

5b

Please note, you will need to update the formatting of the column detailing your MPRN/MPAN to 'Text'

6

Select 'Upload template' when you are ready to submit your completed bulk meter read template.

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3

**Invoices &
payments**

3

Invoices & payments

Business invoicing made simple. Everything you need to manage your invoicing in one place. View your transaction history and make payments with ease.

1 Account search

Search for invoice and payment details by account number or name, MPAN, MPRN or address (you can find all this information on your contract or invoice).

2 Downloading Invoices

View and download PDF copies of invoices, payment confirmations and credit notes.

3 Search for transactions

To help you find specific invoices, payment or credit information, you can search by keywords or the relevant data range.

4 Making payments

Make a payment using a credit or debit card.

5 Keyword search

Search here for invoices, credits and payments across all of your accounts.

1 Account search

2 Search for transactions

3 Search filters

4 Transaction table

5 Search input field

Account %	# Overdue Invoices %	# Due Invoices %	Balance %
000007002 - Morissette Manufacturing	5	5	€10,148.11

Transaction Reference %	From Date %	To Date %	Issue Date %	Transaction Amount %	Status %	Total Paid %	Outstanding Balance %
185 - Credit	N/A	N/A	05/12/2018	€5,872.73	N/A	N/A	N/A
00004082 - Invoice	01/04/2018	30/04/2018	07/11/2018	€331.16	Due	€0.00	€331.16
00004336 - Invoice	01/07/2018	31/07/2018	03/08/2018	€191.20	Paid	€191.20	€0.00
00005291 - Invoice	01/08/2018	31/08/2018	03/09/2018	€178.71	Due	€0.00	€178.71
00007218 - Invoice	01/09/2018	30/09/2018	03/10/2018	€180.75	Due	€0.00	€180.75
000012810 - Invoice	01/12/2018	31/12/2018	05/01/2019	€3,879.28	Paid	€3,879.28	€0.00
00000611 - Invoice	01/10/2017	31/03/2018	04/04/2018	€4,924.90	Paid	€4,924.90	€0.00
00001093 - Invoice	01/04/2018	30/04/2018	03/05/2018	€504.06	Paid	€504.06	€0.00
00001808 - Invoice	01/05/2018	31/05/2018	02/06/2018	€363.77	Paid	€363.77	€0.00
00002548 - Invoice	01/06/2018	30/06/2018	03/07/2018	€232.18	Paid	€232.18	€0.00

TOTAL BALANCE -€5,879.28

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4

Contact us



4

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 existing queries.

Account/Customer %	Query Type %	Query Reference %	Created Date %	Status %
00007902 - Morissette Manufacturing	Invoice & Billing	QRVINV-6314	10/01/2020	Open
00007902 - Morissette Manufacturing	Meters	QRVMET-2611	10/12/2019	Open
00007902 - Morissette Manufacturing	Complaint	QRVCMP-2004	10/12/2019	Open
00007902 - Morissette Manufacturing	Moving Premises	QRVMOV-2008	10/12/2019	Open
00007902 - Morissette Manufacturing	Meters	QRVMET-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.

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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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5

**Products &
contracts**

5

Products & contracts

Easy access to all your product and contract information in one place. You can also check your contact documentation, terms and conditions and renewal dates, update details and check out other product options.

1 Account search

Search for your current gas and/or electricity contracts by account name or number, MPAN, MPRN or address (you can find all this information on your contract or invoice).

2 Download contract details

Click here to download contract details and terms and conditions in PDF format.

3 Contract details

Select here to change or update your contract details or add a Direct Debit payment (see over page for more).

4 My Contracts

This displays a list of all your previous and current contracts with us.

Products & Contracts

Easy access to all product and contract information in one place. Your terms and conditions, renewal dates, product ranges and prices. You can also search and download records, both current and historical.

Accounts

Account number/name, MPAN/MPRN, Address

MY CONTRACTS AVAILABLE PRODUCTS

From Date To Date Product Name

Search by: [] [] [Gas] [Electricity]

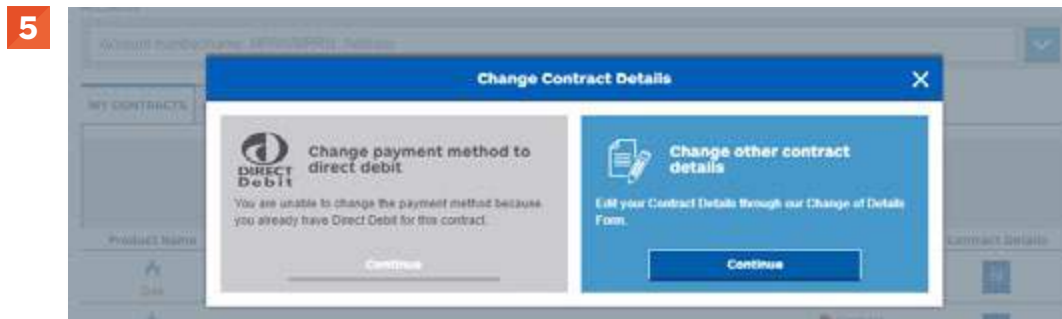
Product Name	Contract #	Start Date	End Date	# of Sites	Download	Contract details
Gas	Q00031676	11/03/2019	30/03/2020	1	Contract T&Cs	Contract details
Gas	Q00033782	01/04/2019	31/03/2020	1	Contract T&Cs	Contract details
Electricity	Q00034629	01/04/2019	31/12/2020	2	Contract T&Cs	Contract details
Electricity	Q00034630	01/04/2019	31/12/2020	2	Contract T&Cs	Contract details
Electricity	Q00034630	01/04/2019	31/12/2020	2	Contract T&Cs	Contract details

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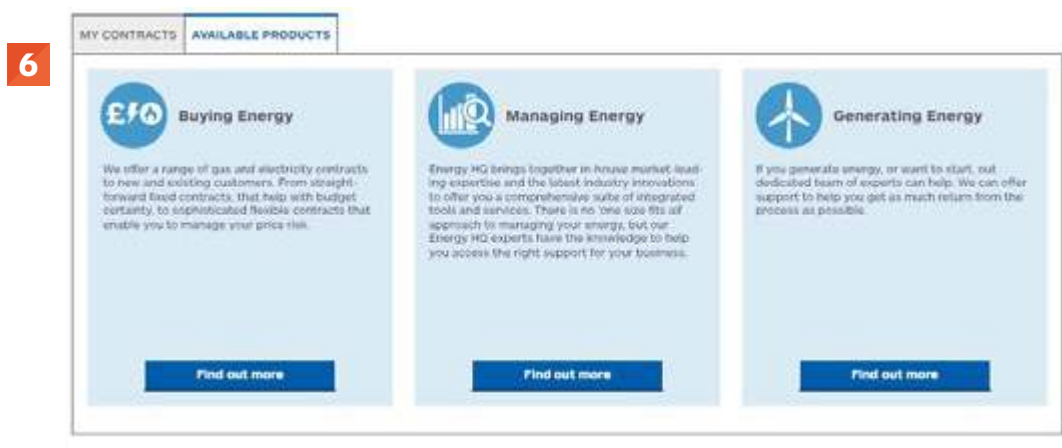
5 Change Contract Details

When you select 'Change contract details' you have the option to add Direct Debit payment details or update other aspects of your contract, for example by asking for your site or invoicing address to be updated.



6 Available Products

This section provides links to further information if you are looking for additional support when buying, managing or generating energy.



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6

My Profile

6

My Profile

This section allows you to manage how you use Dashboard and access rights for others in your organisation.

1 Accessing your profile

Access your profile details or select to check or update user management options or log out of Dashboard here.

2 My Profile

The 'My profile' section allows you to store and update your personal information and contact details.

The screenshot shows the 'My Profile' section of the nPower Business Solutions Dashboard. The user is Jane Smith. The profile details include: Company: Monroette Manufacturing; Business Address: Monroette Manufacturing, Princes Way; City: Birmingham; Postcode: B91 3ES; Country: West Midlands; Main Phone: 0121 323 4567; Business Title: Energy Manager. A dropdown menu is open over the 'My Profile' tab, showing options for 'User Management' and 'Logout'.

3 Account access

The 'Account access' tab (coming soon) will let you manage Dashboard access and permissions within your organisation.

Store user access details for Dashboard and update as colleagues move jobs, leave or join your organisation.

The screenshot shows the 'Marketing Preferences' section of the nPower Business Solutions Dashboard. The user is Jane Smith. The page shows three tabs: 'ACCOUNT ACCESS', 'MARKETING PREFERENCES', and 'COMMUNICATIONS PREFERENCES'. The 'MARKETING PREFERENCES' tab is active, showing consent options for data sharing and marketing preferences.

From time to time, we may want to send you information about products or services, or special promotional offers that may be of interest to you. This will not involve your data being passed onto any third party.

Please tick this box to consent to us using your personal data in this way.

We may want to contact you to share important energy policy and regulation news as well as industry updates and reports. This will not involve your data being passed onto any third party.

Please tick this box to consent to us using your personal data in this way.

We may want to contact you regarding industry events and webinars that we are participating in. This may involve sharing your data with carefully selected third parties such as Mailing Houses, Market Research & Telesales agencies.

Please tick this box to consent to us using your personal data in this way.

Please select your marketing preferences below:

Post Email SMS Main Phone Mobile Phone

Select your social media channel(s):

LinkedIn Profile: linkedin

Twitter Profile: twitter.com/

[Save Marketing Preferences](#)

4 Marketing preferences

Marketing preferences allow you to select how you would like to receive information from nBS on new products and solutions.

5 Communications preferences

Communications preferences allow you to manage how you would like to receive mandatory industry information from us, plus select or update your preferred invoice delivery method (e.g. email or post).

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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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