



# eBilling service for Retail customers

# eBilling service user guide

Welcome to the SmartestEnergy eBilling service. As well as access to all your invoice documentation, here you will find everything from our Customer Charter, contact details for your dedicated Customer Services Executive, to the most Frequently Asked Questions (FAQs) and a list of emergency telephone numbers for the Distribution companies.

We hope that this User Guide will help you to get the most from the site, but please call us on 0845 036 1122 or email us at [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com) if you require further information.

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# how to sign in

Shortly before your first invoice is due to be produced you will receive an email telling you your username and password for the eBilling service.

Use the link in the email or paste <https://ebilling.smartestenergy.com> in to your Internet browser and you will be presented with the following sign in page.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

## SmartestEnergy - eBilling

Sign in	
Username:	<input type="text" value="SMART1016"/>
Password:	<input type="password" value="••••••"/>
<a href="#">Forgotten Password</a>	<a href="#">Sign In</a>



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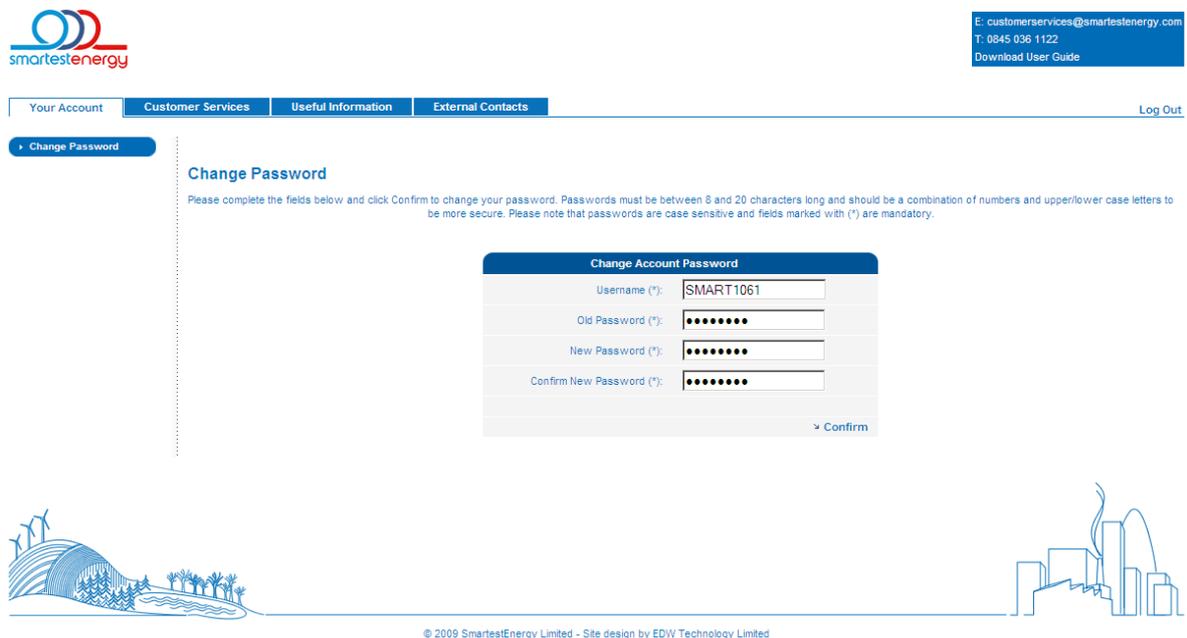
Enter your username and password then click Sign In.

If this is the first time you have logged in you will be prompted to change your account password.



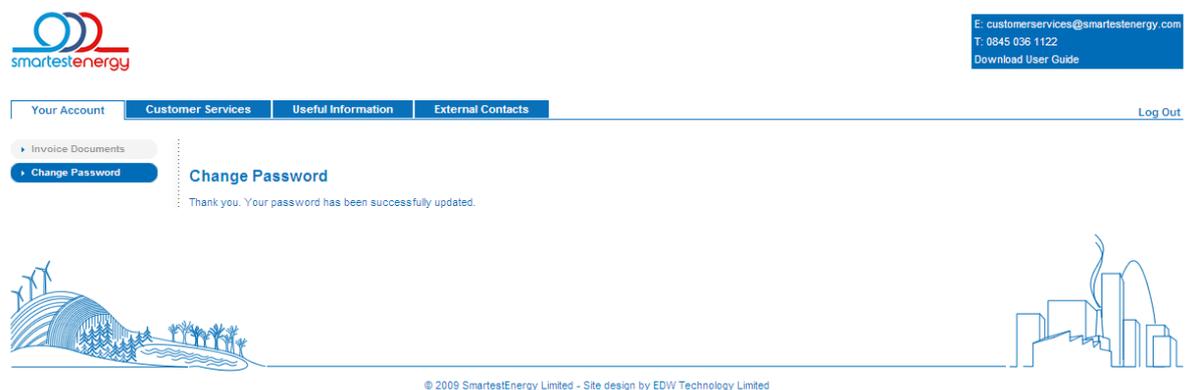
# how to change your account password

To change your account password, click on Change Password on the left.



The screenshot shows the SmartestEnergy website interface. At the top left is the logo. At the top right, contact information is provided: E: customerservices@smartestenergy.com, T: 0845 036 1122, and a link to Download User Guide. A navigation bar includes 'Your Account', 'Customer Services', 'Useful Information', and 'External Contacts', with a 'Log Out' link on the far right. A sidebar on the left has a 'Change Password' button. The main content area is titled 'Change Password' and contains the following text: 'Please complete the fields below and click Confirm to change your password. Passwords must be between 8 and 20 characters long and should be a combination of numbers and upper/lower case letters to be more secure. Please note that passwords are case sensitive and fields marked with (\*) are mandatory.' Below this text is a form titled 'Change Account Password' with four input fields: 'Username (\*)' containing 'SMART1061', 'Old Password (\*)' with masked characters, 'New Password (\*)' with masked characters, and 'Confirm New Password (\*)' with masked characters. A 'Confirm' button is located at the bottom right of the form. The footer features a copyright notice: '© 2009 SmartestEnergy Limited - Site design by EDW Technology Limited' and two line-art illustrations of a wind farm and an industrial plant.

You will be prompted to enter your old account password and then enter a new memorable password.



This screenshot shows the same website interface as the previous one, but the 'Change Password' button in the sidebar is now highlighted in blue. The main content area displays a confirmation message: 'Thank you. Your password has been successfully updated.' The rest of the page, including the navigation bar, contact information, and footer, remains the same.

Then you will need to use your new password from the next time you log in.



# forgotten your password?

If you forget your password you can use the Forgotten Password function on the Sign in page.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

## SmartestEnergy - eBilling

### Reset your password

To reset your password please enter your username and e-mail address then click Request New Password. We will e-mail you a new password. If you do not know your username and/or e-mail address please contact us on 0845 036 1122

Username:

Email Address:

[Request New Password](#)



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If you forget your username details please contact your Customer Service Executive.

Then you will need to use your new password from the next time you log in.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

## SmartestEnergy - eBilling

You have successfully requested a new password for your account.

An e-mail has been sent containing your new password.

Please use the links below to either:

[Log into your account using your new password](#)

or:

[Visit the SmartestEnergy corporate website](#)



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# your account

The invoice documents link will allow you to see all your invoices, credit notes, summaries and half hourly consumption data files.

The primary recipient is the person who is receiving the original VAT invoice(s), a secondary recipient is receiving copies of invoice(s). The date and time that the primary recipient first downloaded the documents will be displayed.

The original VAT invoice is only included on the first download and any subsequent download will only include a copy document.

**smartestenergy** E: customerservices@smartestenergy.com  
T: 0845 036 1122  
Download User Guide

Your Account Customer Services Useful Information External Contacts Log Out

Invoice Documents  
Change Password

**Invoice Documents**  
Below is a list of the documents that you have been issued. Click on the icon to download or **Document Filter** to define search criteria.

Filter by: All Customers

First downloaded by Primary Recipient	Recipient Type	Date Issued	Customer	Invoicing Group	Payment Due Date	No. of Invoices	No. of Credit Notes	eBilling Documents	HH Consumption Data
NEVER	Secondary	20/01/2010	Test Customer - R000001011	SEL East Anglia	03/02/2010	1	0		
NEVER	Secondary	09/01/2010	Test Customer - R000001011	SEL East Anglia	23/01/2010	2	0		
05/02/2010 17:07:38	Primary	05/02/2010	SEL Example Customer - R000004012	Contract 68860	19/02/2010	5	1		
05/02/2010 16:53:48	Primary	08/01/2010	SEL Example Customer - R000004012	Contract 68860	22/01/2010	8	0		

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Documents that have not previously been downloaded will show as Never.



# how to filter documents

You can filter documents in two ways:

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E: customerservices@smartestenergy.com  
T: 0845 036 1122  
Download User Guide

Your Account Customer Services Useful Information External Contacts Log Out

Invoice Documents  
Change Password

Invoice Documents

Below is a list of the documents that you have been issued. Click on the icon to download or **Document Filter** to define search criteria.

Filter by: All Customers

First downloaded by Primary Recipient	Recipient Type	Date Issued	Customer	Invoicing Group	Payment Due Date				
NEVER	Secondary	20/01/2010	Test Customer - R000001011	SEL East Anglia	03/02/2010	1	0		
NEVER	Secondary	09/01/2010	Test Customer - R000001011	SEL East Anglia	23/01/2010	2	0		
05/02/2010 17:07:38	Primary	05/02/2010	SEL Example Customer - R000004012	Contract 68660	19/02/2010	5	1		
05/02/2010 16:53:48	Primary	08/01/2010	SEL Example Customer - R000004012	Contract 68660	22/01/2010	8	0		

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If you are responsible for more than one account, use the Picklist to allow you to filter on a specific account. You can also use Document Filter to be more specific about what you want to see.

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E: customerservices@smartestenergy.com  
T: 0845 036 1122  
Download User Guide

Your Account Customer Services Useful Information External Contacts Log Out

Invoice Documents  
Change Password

Invoice Document Filter

Enter your criteria below and click results.

Invoice Document Filter	
Customer Account:	All Customers
Invoicing Group:	SEL East Anglia
Site:	
MPAIN:	
Invoice/Credit Note Number:	
Document Types:	<input checked="" type="checkbox"/> Copy Invoices and Credit Notes <input checked="" type="checkbox"/> Consumption CSVs
Charge Period Range:	From: 01/01/2010 To: 31/01/2010

Results

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# how to download, save and view documents



Click icon to download

You can download invoice documentation (invoices, credit notes, summaries) and consumption spreadsheets.

Click on Download and you will be prompted to save a zip file containing all the relevant documents.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

Your Account | Customer Services | Useful Information | External Contacts | [Log Out](#)

**Invoice Documents**  
[Change Password](#)

Invoice Documents

Below is a list of the documents that you have been issued. Click on the icon to download or **Document Filter** to define search criteria.

First downloaded by Primary Recipient	Recip Type	No. of Invoices	No. of Credit Notes	eBilling Documents	HH Consumption Data
NEVER	Second	1	0		
NEVER	Second	2	0		
05/02/2010 17:07:38	Primary	5	1		
05/02/2010 16:53:48	Primary	8	0		

**File Download**

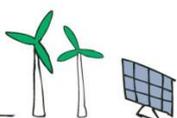
Do you want to open or save this file?

Name: eBilling\_693\_20100305144234.zip  
Type: Compressed (zipped) Folder  
From: rblutt1srv.sme.int

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)



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## how to download, save and view documents (con't)

Browse to the folder where you would like to save your documents and click Save.

The screenshot shows the SmartestEnergy website interface. At the top left is the logo. At the top right, contact information is provided: E: customerservices@smartestenergy.com, T: 0845 036 1122, and a link to Download User Guide. A navigation bar includes 'Your Account', 'Customer Services', 'Useful Information', and 'External Contacts', with a 'Log Out' link on the far right. The main content area is titled 'Invoice Documents' and includes a 'Change Password' link. A table lists documents with columns for 'First do by Rec', 'No. of Credit Notes', 'eBilling Documents', and 'M3 Consumption Data'. A 'Save As' dialog box is open, showing the file 'eBilling\_631\_20100305144718.zip' being saved to the 'Energy Invoices' folder. The file name field contains 'eBilling\_671\_20100305144838.zip' and the save type is 'Compressed (zipped) Folder'. A table of documents is visible in the background:

First do by Rec	No. of Credit Notes	eBilling Documents	M3 Consumption Data
NE	0		
NE	0		
05/02/20	1		
05/02/20	0		

The screenshot shows a 'Download complete' dialog box. It contains the following text:

Download Complete

...ing\_671\_20100305144838.zip from rtlutt1srv.sme.int

Downloaded: 82.6KB in 1 sec  
Download to: W...\eBilling\_671\_20100305144838.zip  
Transfer rate: 82.6KB/Sec

Close this dialog box when download completes

Buttons: Open, Open Folder, Close

To view the documents click Open or click Close to view them later.



# how to download, save and view documents (cont)

To allow easy identification the document names include the issue date, type of document and where appropriate the invoice/credit note number and MPAN.



E: customerservices@smartestenergy.com  
T: 0845 036 1122  
Download User Guide

Your Account | Customer Services | Useful Information | External Contacts | Log Out

Invoice Documents

Change Password

Below is a list of the documents that you have been issued. Click on the icon to download or Document Filter to define search criteria.

The screenshot shows a web application interface. On the left, a file explorer window titled 'eBilling\_631\_20100205165354.zip' is open, displaying a list of files including '20100108\_BillSummary.csv', '20100108\_BillSummary\_Part1.pdf', '20100108\_BillSummary\_Part2.pdf', and several '20100108\_Invoice\_IN1...' files with MPAN numbers. On the right, a table displays document statistics:

No. of Credit Notes	eBilling Documents	HH Consumption Data
0		
0		
1		
0		

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# account documents

An allocated customer contact can view other documents linked to the account such as CCL Certificates and VAT declarations through the Account Documents link.

You can view/download or filter these in the same way as invoice documents.

**smartestenergy**

E: customerservices@smartestenergy.com  
T: 0845 036 1122  
Download User Guide

Your Account | **Customer Services** | Useful Information | External Contacts | Log Out

- Invoice Documents
- Account Documents**
- Change Password

### Account Documents

Below is a list of the documents associated to your contract(s). Click on an icon to view or download, or **Document Filter** ▼ to define search criteria.

Document Type	Related to Contract	Uploaded	Document Description	View/Download
Renewable Certificate	68362	06/02/2010	CCL Discount 2010	
VAT Declaration	68362	06/02/2010	Reduced Rate VAT form	

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# customer services

Here you can find contact details for the Customer Services and Account Management teams, together with our Customer Charter.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

[Your Account](#) [Customer Services](#) [Useful Information](#) [External Contacts](#) [Log Out](#)

- Welcome
- Meet the team
- Customer Charter
- FAQ's
- Any Complaints?
- Contact Us

## Welcome

Welcome to the SmartestEnergy customer website. We want to make it as easy as possible for you to access your eBilling documentation, information you might need about your account and find out about SmartestEnergy as a company and the wider energy industry.

Here you will find everything from our Customer Charter, contact details for your dedicated Customer Services Executive, to the most Frequently Asked Questions (FAQ's) and a list of emergency telephone numbers for the distribution companies.

If we have forgotten anything, or if you have any comments or suggestions on how we can improve this site, please email us on

[customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)



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# useful information

This section of the eBilling portal includes information that you might find useful related to managing your account.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

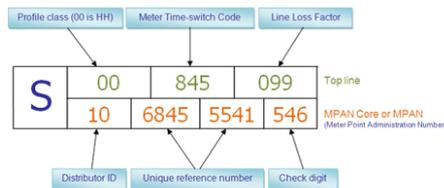
[Your Account](#) | [Customer Services](#) | [Useful Information](#) | [External Contacts](#) [Log Out](#)

- ▶ User Guide
- ▶ Your documents
- ▶ **Supply Number & MPAN**
- ▶ VAT
- ▶ CCL Certificate
- ▶ Payment methods
- ▶ New Connections
- ▶ Moving in or out?
- ▶ Terms and Conditions
- ▶ Fuel mix
- ▶ Triad info

## Supply Number & MPAN

A Supply number is the unique identifier for each supply point, easily identifiable from it's format. It is made up of a large S for identification, a Top line and an MPAN (Core).

The MPAN is the identifier that we use to communicate around the industry.



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# external contacts

This section includes information about the wider energy industry.

It includes information about the Distribution companies and contact telephone numbers in the event of an emergency.



E: [customerservices@smartestenergy.com](mailto:customerservices@smartestenergy.com)  
T: 0845 036 1122  
[Download User Guide](#)

[Your Account](#) | [Customer Services](#) | [Useful Information](#) | [External Contacts](#) | [Log Out](#)

- ▶ **Distribution Companies**
- ▶ Emergency Contacts
- ▶ Industry Links

## Distribution Companies

You can find out who the Distributor for your site is by using the first 2 digits of the MPAN to match to the Distributor ID in the table below.

Distributor ID	Distribution Network Operator	General Enquiry phone number	Website
10	EDF Energy Network (EPN) Plc	0845 601 5467	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
11	Central Networks East Plc	0845 603 0618	<a href="http://www.eon-uk.com/distribution">www.eon-uk.com/distribution</a>
12	EDF Energy Networks (LPN) Plc	0845 600 0102	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
13	SP Manweb Plc	0845 270 9107	<a href="http://www.spenergynetworks.com">www.spenergynetworks.com</a>
14	Central Networks West Plc	0845 603 0618	<a href="http://www.eon-uk.com/distribution">www.eon-uk.com/distribution</a>
15	Northern Electric Distribution Ltd	0845 300 0889	<a href="http://www.cseelectricuk.com">www.cseelectricuk.com</a>
16	Electricity North West Ltd	0870 751 0093	<a href="http://www.enwld.co.uk">www.enwld.co.uk</a>
17	Scottish Hydro-Electric Distribution Ltd	0845 744 4555	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
18	SP Distribution Ltd	0845 270 9107	<a href="http://www.spenergynetworks.com">www.spenergynetworks.com</a>
19	EDF Energy Networks (SPN) Plc	0845 601 5467	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
20	Southern Electric Power Distribution Plc	08457 444 555	<a href="http://www.ssepd.co.uk">www.ssepd.co.uk</a>
21	Western Power Distribution South Wales	0845 601 5972	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
22	Western Power Distribution	0845 601 5972	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
23	Yorkshire Electricity Distribution Plc	0845 330 0889	<a href="http://www.cseelectricuk.com">www.cseelectricuk.com</a>
24	Independent Power Networks Ltd	0845 055 6199	<a href="http://www.independentpowernetworks.org">www.independentpowernetworks.org</a>
25	ESP Electricity Network Company Ltd	01372 227 560	<a href="http://www.espelectricity.com">www.espelectricity.com</a>
26	Energetic Electricity Ltd	01698 404 949	<a href="http://www.energetics-uk.com">www.energetics-uk.com</a>
27	The Electricity Network Company Ltd	01359 240 363	<a href="http://www.gtc-uk.co.uk">www.gtc-uk.co.uk</a>



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