



# User Guide

## 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.

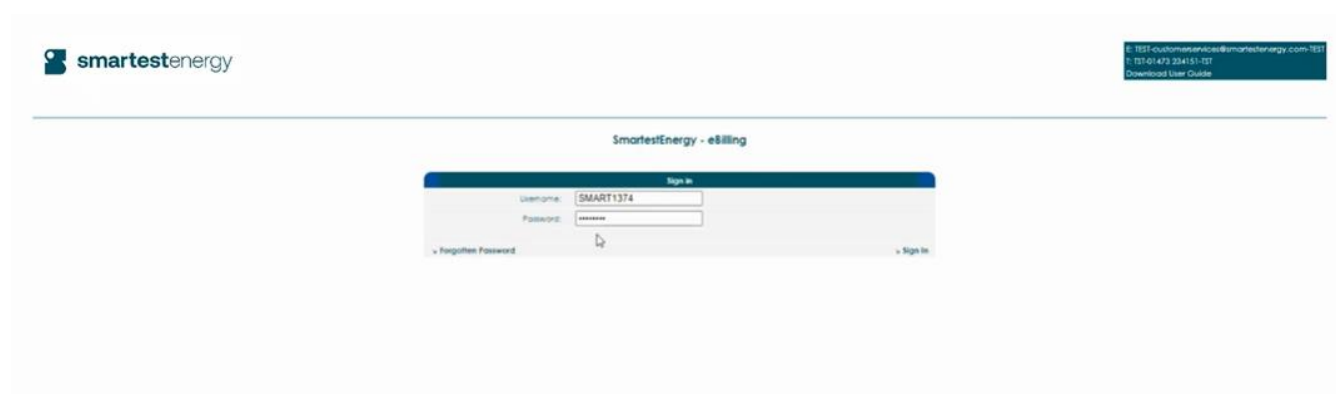
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## How to sign in

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.



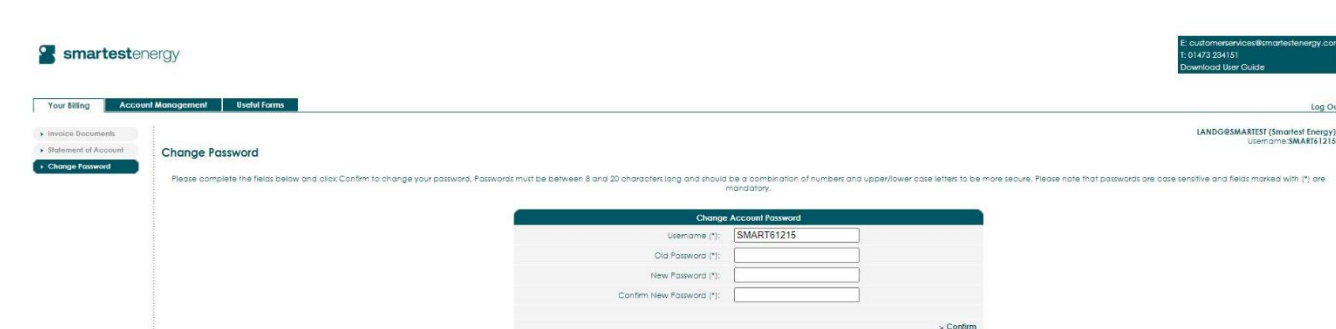
The image shows the SmartestEnergy eBilling Sign In page. At the top left is the SmartestEnergy logo. At the top right is a contact box with the email [customer@smartestenergy.com](mailto:customer@smartestenergy.com), phone number 1-877-473-2341, and a link to Download User Guide. The main heading is "SmartestEnergy - eBilling". Below this is a "Sign In" form with fields for "Username" (containing "SMART1374") and "Password" (containing "\*\*\*\*\*"). There are links for "Forgot Password" and "Sign In".

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 image shows the SmartestEnergy eBilling Change Password page. At the top left is the SmartestEnergy logo. At the top right is a contact box with the email [customer@smartestenergy.com](mailto:customer@smartestenergy.com), phone number 1-877-473-2341, and a link to Download User Guide. The main heading is "Change Password". Below this is a "Change Account Password" form with fields for "Username (\*)" (containing "SMART61215"), "Old Password (\*)", "New Password (\*)", and "Confirm New Password (\*)". There is a "Confirm" button at the bottom right. On the left side, there is a navigation menu with links for "Your Billing", "Account Management", and "Helpful Forms". Under "Account Management", there are links for "Invoice Documents", "Statement of Account", and "Change Password" (which is highlighted).

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

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.



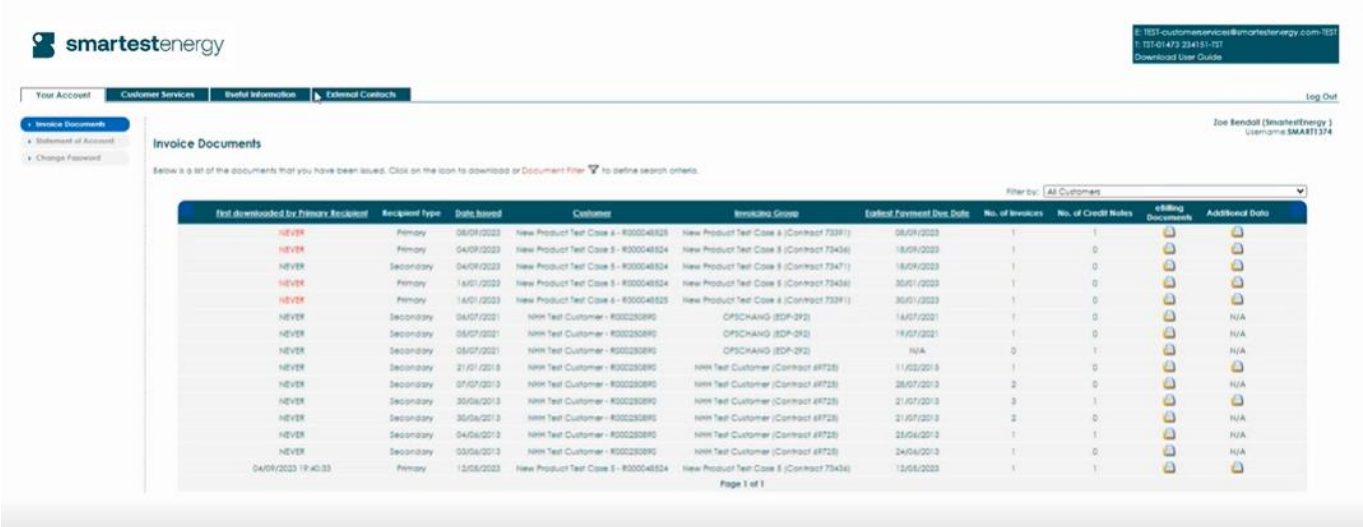
If you forget your username details please contact your Customer Service Executive. Then you will need to use your new password from the next time you log in.

# 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.



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

# How to filter documents

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: 01473 234151

Download User Guide

Your Billing

Account Management

Useful Forms

Invoice Documents

Statement of Account

Change Password

LANDG@SMARTEST (Smartest Energy)

Username: SMART1215

Log Out

Invoice Document Filter

Enter your criteria below and click result:

Invoice Document Filter

Invoicing Group:

All Invoicing Groups

Site:

MPAN:

Invoices/Credit Note Number:

Document Types:

☒

: Copy Invoices and Credit Notes

☒

: Consumption CSVs

☒

: Other Supporting CSVs (includes CFD Supplier Obligation Levy Backing Data files)

Charge Period Range:

From:

01/02/2024

To:

29/02/2024

Results

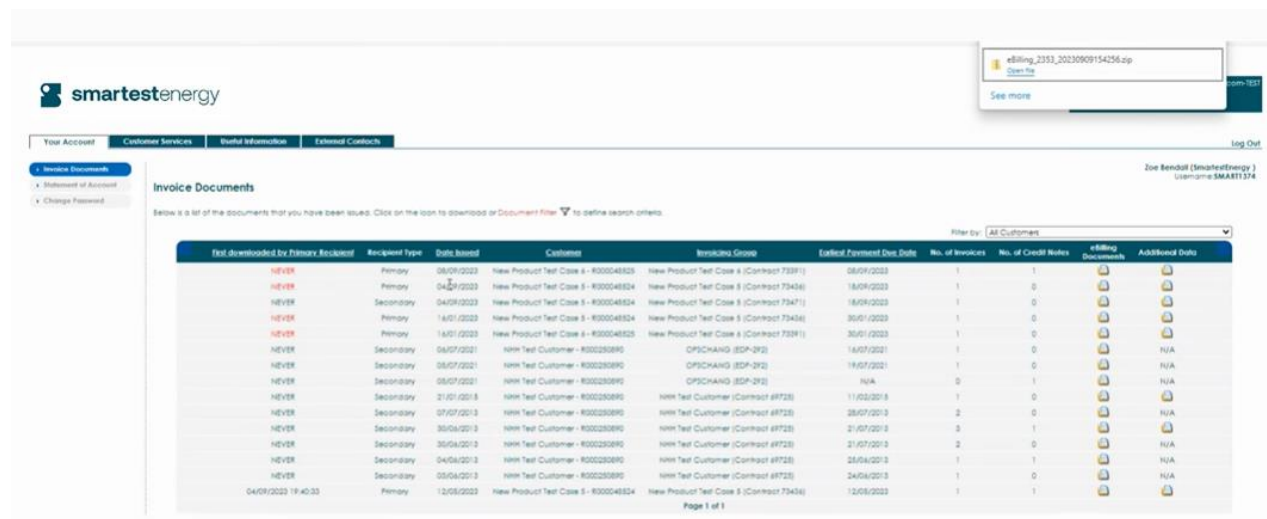
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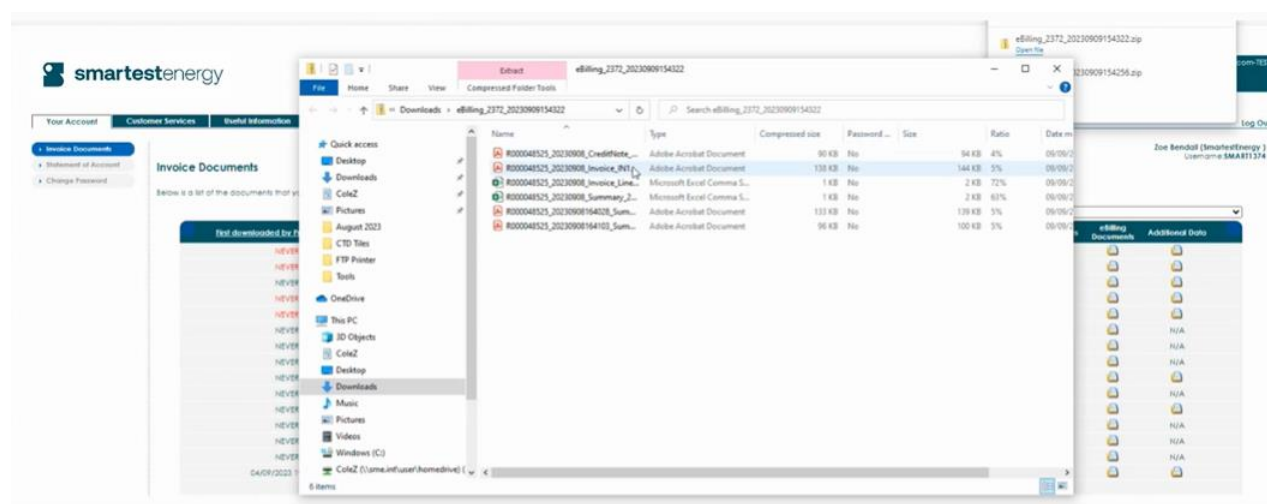
## How to download, save and view documents

 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.



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



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

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



## 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.

The screenshot shows the 'Account Documents' section of the smartestenergy portal. At the top, there's a navigation bar with 'Your Account', 'Customer Services', 'Smart Information', and 'External Contacts'. A sidebar on the left contains links like 'View Account', 'Account Documents', and 'Change Password'. The main content area is titled 'Account Documents' and includes a sub-header 'Below is a list of the documents associated to your contract(s). Click on an icon to view or download, or Document Filter to refine search criteria.' Below this is a table with columns: Document Type, Related to Contract, Issued on, Associated Document, and View/Download. The table lists two documents: 'Renewable Certificate' and 'VAT Declaration', both issued on 06/02/2016. The 'Renewable Certificate' is associated with 'CCL Document 2016', and the 'VAT Declaration' is associated with 'VAT Declaration 2016'. The page is labeled 'Page 1 of 1'.

## Customer services

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

The screenshot shows the 'Welcome' page of the smartestenergy portal. The navigation bar is the same as in the previous screenshot. The sidebar on the left contains links like 'Welcome', 'About the Portal', 'Customer Charter', 'FAQs', 'Help/Contact Us', and 'Downloads'. The main content area is titled 'Welcome' and includes a sub-header 'Welcome to the SmartestEnergy customer website. Our aim is to make it as easy as possible for you to access your billing documentation, information you might need about your account and the rest of smartestenergy as a company and the wider energy industry.' Below this is a paragraph about the Customer Charter and a link to it. At the bottom, there's a note about feedback and a link to the feedback form.

## Useful Information

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

The screenshot shows the 'Supply Number & MPAN' page of the smartestenergy portal. The navigation bar is the same as in the previous screenshots. The sidebar on the left contains links like 'Your Account', 'Customer Services', 'Smart Information', 'External Contacts', 'Your Supply', 'Your Documents', 'Supply Number & MPAN', 'FAQs', 'Help/Contact Us', and 'Downloads'. The main content area is titled 'Supply Number & MPAN' and includes a sub-header 'A Supply number is the unique identifier for each supply point, usually identifiable from its format. It is made up of a large S for identification, a 12 digit account (SPN) Code, and a 10 digit meter (MPAN) Code.' Below this is a diagram showing the format of the Supply Number and MPAN. The Supply Number is shown as 'S 00 845 099' and the MPAN is shown as '10 6845 5541 546'. The diagram includes labels for 'Supply Number', 'MPAN', and 'Meter Point Reference Number'.

# 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.

[Home](#) | [Customer Services](#) | [Special Information](#) | [External Contacts](#) | [Log Out](#)

Emergency Contacts

Emergency Contacts

Distribution Companies

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

Distributor ID	Distribution Network Operator	General Enquiry phone number	Website
10	EDF Energy Networks (GPs) Plc	0545 551 5457	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
11	Central Networks East Plc	0545 551 5616	<a href="http://www.cen.co.uk/central-east">www.cen.co.uk/central-east</a>
12	EDF Energy Networks (GPs) Plc	0545 551 5457	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
13	GP Networks Plc	0545 276 5457	<a href="http://www.gpnetworks.co.uk">www.gpnetworks.co.uk</a>
14	Central Networks West Plc	0545 551 5616	<a href="http://www.cen.co.uk/central-west">www.cen.co.uk/central-west</a>
15	North East Gas Distribution Ltd	0545 300 5888	<a href="http://www.nedistribution.co.uk">www.nedistribution.co.uk</a>
16	Electricity North West Ltd	0575 751 5553	<a href="http://www.enw.co.uk">www.enw.co.uk</a>
17	East of Scotland Electricity Distribution Ltd	0545 741 5555	<a href="http://www.esed.co.uk">www.esed.co.uk</a>
18	GP Distribution Ltd	0545 276 5457	<a href="http://www.gpnetworks.co.uk">www.gpnetworks.co.uk</a>
19	EDF Energy Networks (GPs) Plc	0545 551 5457	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
20	Southern Electricity Power Distribution Plc	05457 444 5555	<a href="http://www.sed.co.uk">www.sed.co.uk</a>
21	Western Power Distribution South Wales	0545 551 5572	<a href="http://www.wpdistribution.co.uk">www.wpdistribution.co.uk</a>
22	Western Power Distribution	0545 551 5572	<a href="http://www.wpdistribution.co.uk">www.wpdistribution.co.uk</a>
23	Yorkshire Electricity Distribution Plc	0545 335 5888	<a href="http://www.yedistribution.co.uk">www.yedistribution.co.uk</a>
24	Independent Power Networks Ltd	0545 551 5555	<a href="http://www.independentnetworks.co.uk">www.independentnetworks.co.uk</a>
25	EDF Electricity Network Company Ltd	01572 217 555	<a href="http://www.edfenergy.com">www.edfenergy.com</a>
26	Emergent Electricity Ltd	01572 217 555	<a href="http://www.emergent.co.uk">www.emergent.co.uk</a>
27	The Electricity Networks Company Ltd	01572 217 555	<a href="http://www.enw.co.uk">www.enw.co.uk</a>