



ENERGY



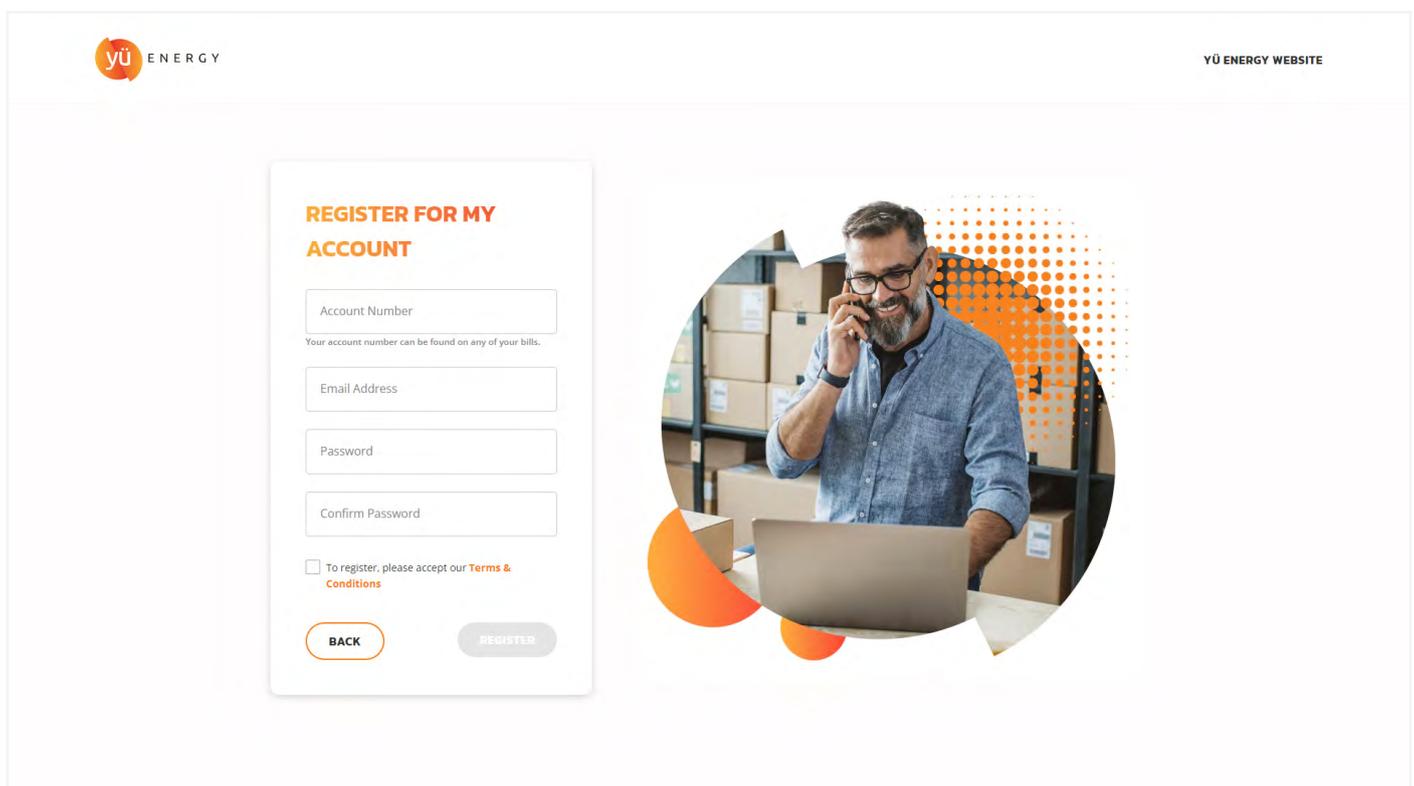
*getting started*  
**WITH MY ACCOUNT:  
A COMPREHENSIVE GUIDE**

[WWW.YUENERGY.CO.UK](http://WWW.YUENERGY.CO.UK)

# welcome to MY ACCOUNT

The Yü Energy My Account portal is a great way to make managing your business energy accounts simple, with everything you need, all in one place.

Our guide will help you get to grips with our portal, from making a payment, to updating your account details, so you can make the most of all its features.



## If You're a New Portal User

You'll need your account number (this can be found at the top of your bill), and the email address associated with your account. You'll then need to choose a secure password, and you're all set!

## If You've Used Our Portal Previously

If it's your first time logging in to our new portal, your email address will be the same one you used to log into the portal previously, but you will need to create a new password. You should have already received an email from us prompting you to change your password

Don't worry, if you can't find this email, just head over to the portal login page, and choose the 'forgot password' option.

### TIP

Be sure to choose a secure password using a combination of upper and lower case, special characters and numbers.

# view your ACCOUNT SUMMARY



The screenshot shows the 'WELCOME TO MY ACCOUNT' page. At the top, it displays the business name 'YOUR BUSINESS NAME' and the overall account balance '£ 0'. Below this is the 'ACCOUNT SUMMARY' section, which includes a navigation menu on the left with options like 'ACCOUNT SUMMARY', 'BILLS & PAYMENTS', 'METER READINGS', 'HELP & SUPPORT', and 'CONTACTS'. The main content area features a 'PLAN SUMMARY' section with a 'RESET' button and a 'BRIEF ACCOUNT SUMMARY' section. The 'BRIEF ACCOUNT SUMMARY' section includes fields for 'Account Balance' (£ 0), 'Last Meter Reading Date' (2024-08-01), and 'Next Payment Due' (Overdue Balance). There are buttons for 'SUBMIT METER READING' and 'MAKE A PAYMENT', and a 'SHOW MORE DETAILS' link.

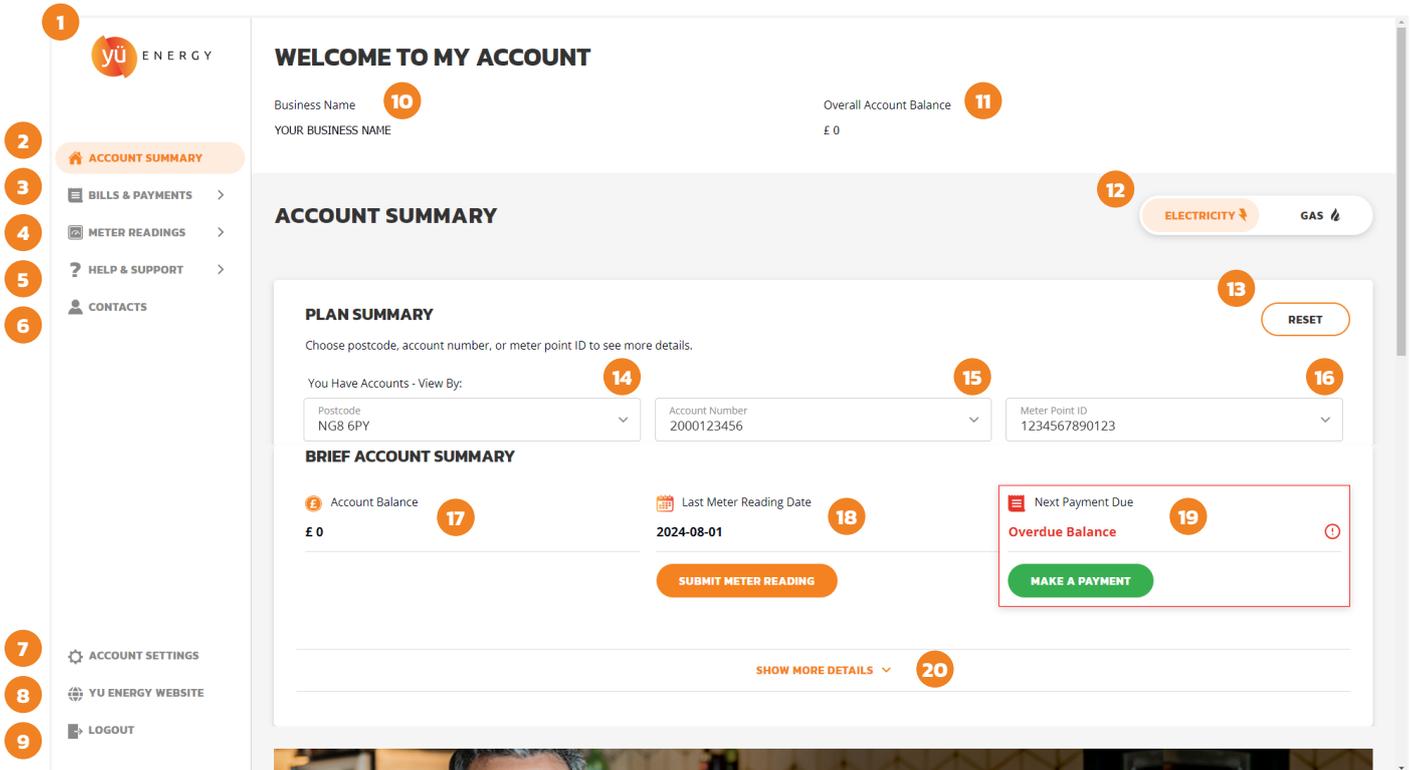
Once you've logged in, you will be able to see your account summary, with your business name and overall account balance.

To view the details of a specific account, simply select your postcode, account number, and meter number from the drop-down boxes and your details will be loaded in. If you are a dual fuel customer, make sure you have selected the right supply type at the top of the summary page depending on whether you want to look at your electricity or gas accounts.

Once your account details have loaded, you'll see your balance on that account, your latest meter reading, and when your next payment is due, to help stay on top of your bills.

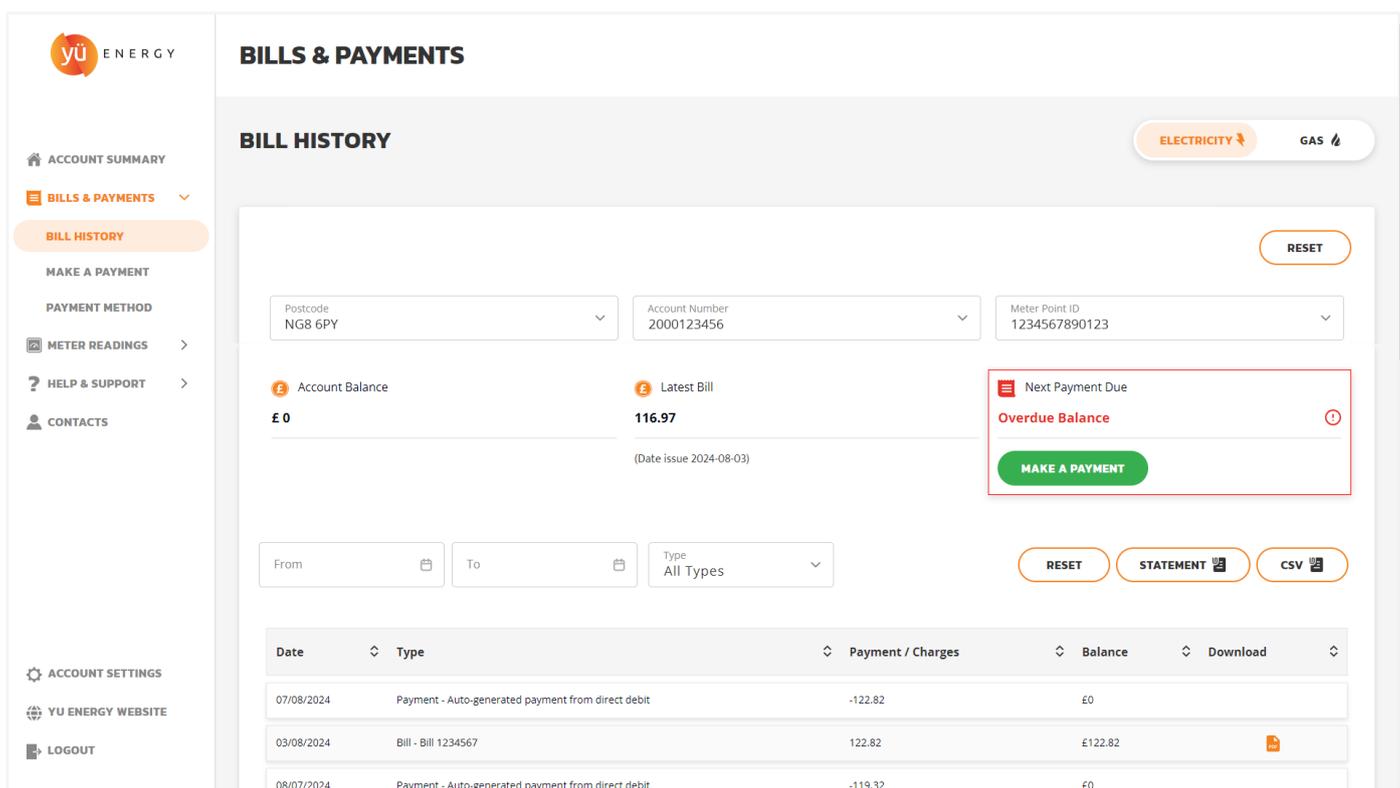
For further information, select "Show More Details" to expand the section below your summary and display your:

- Annual consumption
- Tariff details
- Payment method
- Contract start/end date



- 1 **Yü Energy Logo:** Click to return to the Account Summary page.
- 2 **Account Summary:** View your account dashboard.
- 3 **Bills & Payments:** View past bills and submit a payment.
- 4 **Meter Readings:** View past meter readings and submit a new reading.
- 5 **Help & Support:** Access support articles and useful documents.
- 6 **Contacts:** View primary and additional contacts on your account.
- 7 **Account Settings:** View your My Account email, or change your password.
- 8 **Yü Energy Website:** Return to the Yü Energy website.
- 9 **Logout:** Logout of My Account.
- 10 **Business Name:** The business name associated with your supply.
- 11 **Overall Account Balance:** View the combined balance of all your accounts.
- 12 **Electricity/Gas Switch:** Switch between electricity and gas accounts.
- 13 **Reset Switch:** Clear the details in the Postcode, Account Number, and Meter Point ID fields.
- 14 **Postcode:** Select the postcode associated with the supply you wish to view.
- 15 **Account Number:** Select the account number associated with the supply you wish to view.
- 16 **Meter Point ID:** Select the MPAN/MPRN associated with the supply you wish to view.
- 17 **Account Balance:** View the balance for the selected account.
- 18 **Last Meter Reading Date:** View the date of your last submitted meter reading, or submit a new meter reading.
- 19 **Next Payment Due:** View the date of your next required payment, or make a payment.
- 20 **Show More Details:** View more information about the selected supply's contract.

# manage your BILLS AND PAYMENTS



**BILLS & PAYMENTS**

**BILL HISTORY** ELECTRICITY GAS

Account Summary, Bills & Payments, Bill History, Make a Payment, Payment Method, Meter Readings, Help & Support, Contacts

Account Settings, Yü Energy Website, Logout

Postcode: NGS 6PY | Account Number: 2000123456 | Meter Point ID: 1234567890123

Account Balance: £ 0 | Latest Bill: 116.97 (Date issue 2024-08-03)

Next Payment Due: Overdue Balance (MAKE A PAYMENT)

From: | To: | Type: All Types | [RESET] [STATEMENT] [CSV]

Date	Type	Payment / Charges	Balance	Download
07/08/2024	Payment - Auto-generated payment from direct debit	-122.82	£0	
03/08/2024	Bill - Bill 1234567	122.82	£122.82	[Download]
08/07/2024	Payment - Auto-generated payment from direct debit	-119.32	£0	

Your My Account portal is the perfect place to manage your energy bills and organise your payments.

Your Bill History tab allows you to view your current account balance, as well as a list of all your historical bill payments. You can sort transactions by date and type, as well as download your statements as PDFs.

You can also make online payments in seconds within our portal, helping you stay on top of your bills. Just click the “Make a payment” option and you’ll be brought to our secure payment gateway. From here it’s as simple as adding in your payment details and submitting a payment.

# easily submit METER READINGS



Reading Date	Reading	Type
01/08/2024	15550	Actual
28/07/2024	15415.4	Estimated
01/07/2024	14718	Actual
01/06/2024	13049.8	Actual

In your Reading History tab, you can view historical readings for both actual and estimated reads, filter by type, and download PDF versions of your meter readings.

Submitting readings online is easy too, just click “Submit a Meter Reading” on either this page or the main dashboard. Select the account the meter belongs to and the serial number, before inputting the details of your reading in the fields provided. Click the submit button and your latest meter reading details will be updated.

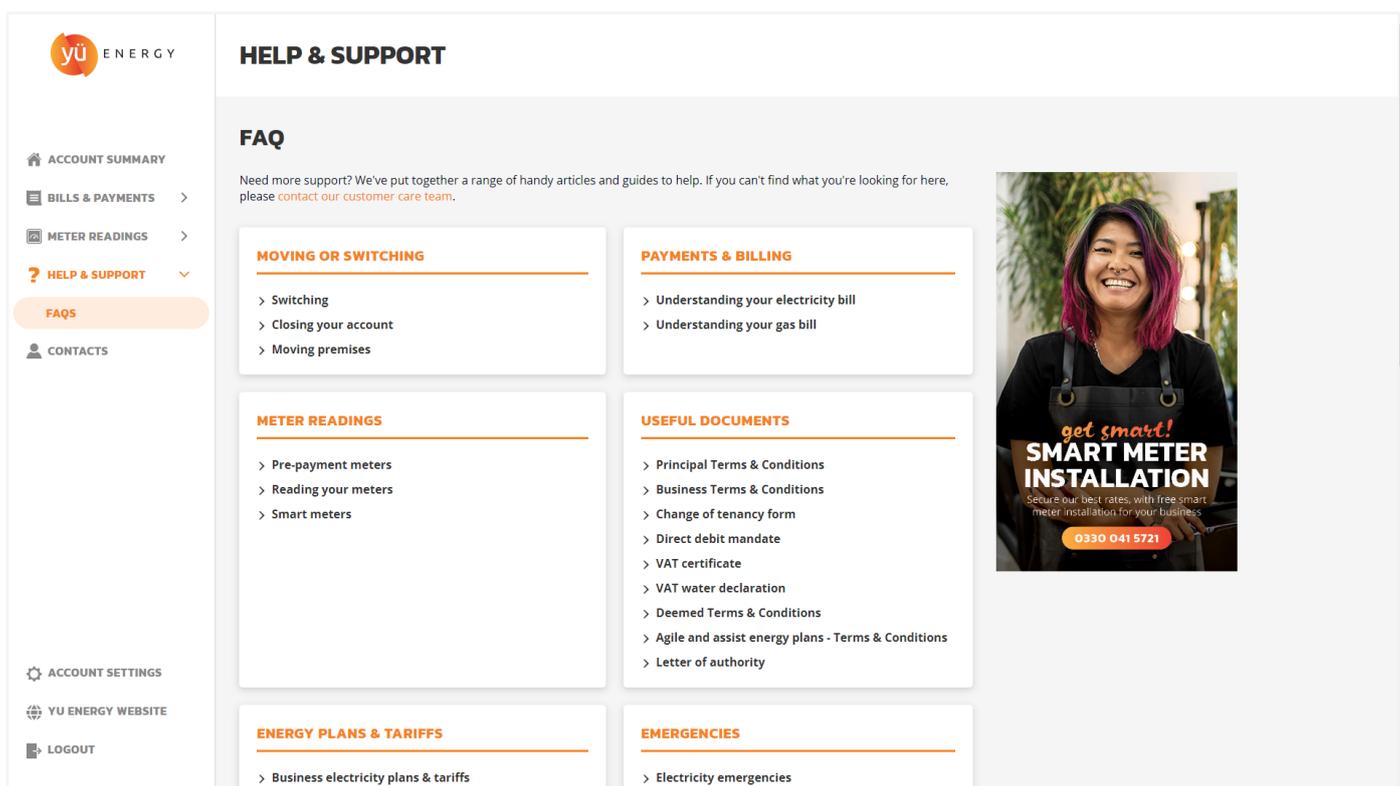
If you’re having difficulties submitting your readings, we have a range of useful articles that can help you get to grips with your meter.

## TIP

If you want to avoid having to submit meter readings every month, getting a smart meter for your business will save you time and effort. Your meter will send us your readings automatically and generate accurate bills, without you needing to do anything!

**Find out more about how smart meters can help your business here.**

# instant ACCESS TO SUPPORT



The screenshot shows the 'HELP & SUPPORT' section of the Yü Energy website. On the left is a navigation menu with options: ACCOUNT SUMMARY, BILLS & PAYMENTS, METER READINGS, HELP & SUPPORT (selected), CONTACTS, ACCOUNT SETTINGS, YU ENERGY WEBSITE, and LOGOUT. The main content area is titled 'HELP & SUPPORT' and 'FAQ'. It includes a sub-header 'Need more support? We've put together a range of handy articles and guides to help. If you can't find what you're looking for here, please contact our customer care team.' Below this are six categorized lists of links:

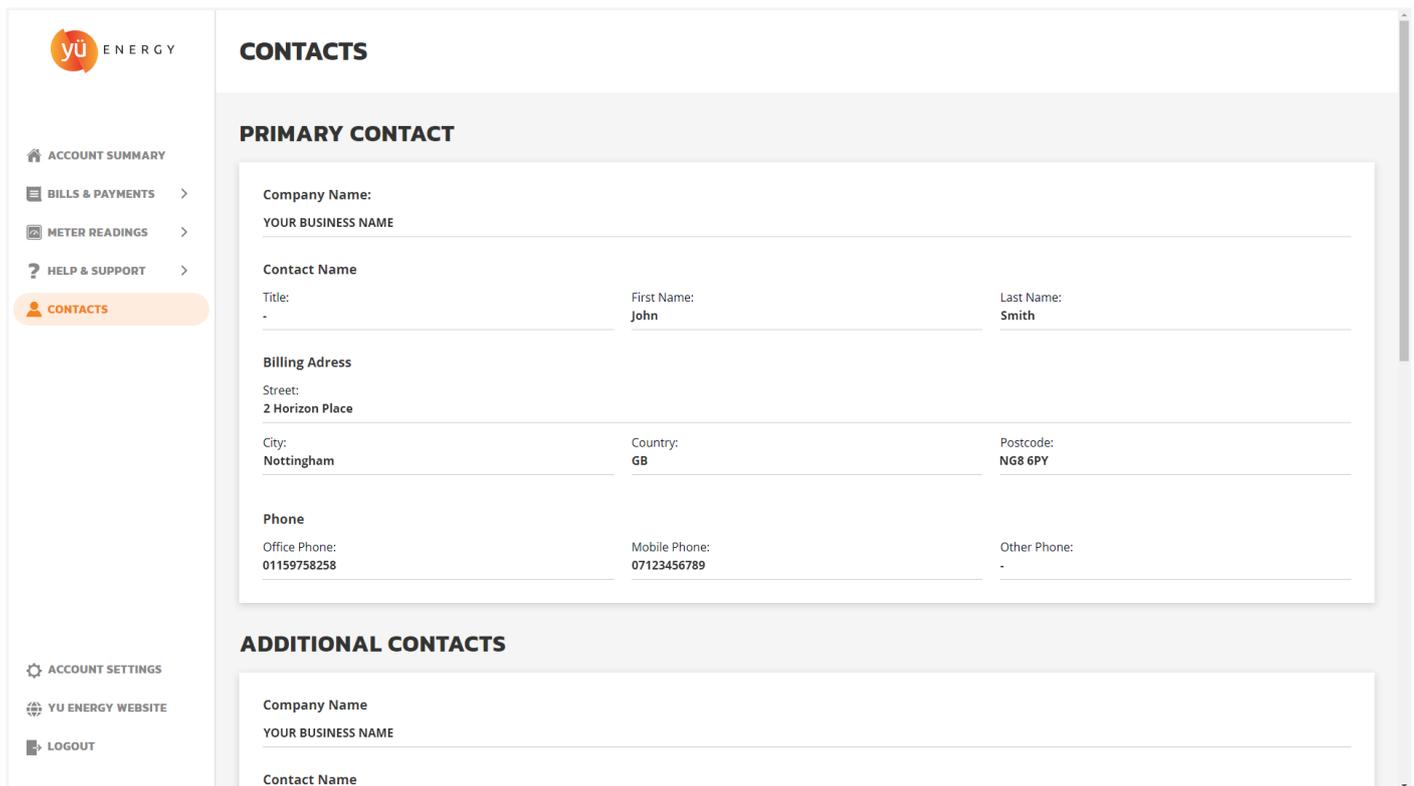
- MOVING OR SWITCHING**
  - > Switching
  - > Closing your account
  - > Moving premises
- PAYMENTS & BILLING**
  - > Understanding your electricity bill
  - > Understanding your gas bill
- METER READINGS**
  - > Pre-payment meters
  - > Reading your meters
  - > Smart meters
- USEFUL DOCUMENTS**
  - > Principal Terms & Conditions
  - > Business Terms & Conditions
  - > Change of tenancy form
  - > Direct debit mandate
  - > VAT certificate
  - > VAT water declaration
  - > Deemed Terms & Conditions
  - > Agile and assist energy plans - Terms & Conditions
  - > Letter of authority
- ENERGY PLANS & TARIFFS**
  - > Business electricity plans & tariffs
- EMERGENCIES**
  - > Electricity emergencies

On the right side of the page, there is a promotional banner for 'get smart! SMART METER INSTALLATION' featuring a smiling woman in an apron. The banner text includes: 'Secure our best rates, with free smart meter installation for your business' and a phone number '0330 041 5721'.

We've developed an extensive range of support guides covering everything from understanding your bills, to reading your meters, as well as a section containing all the useful documents you may need, so you can access the support you need 24 hours a day, 7 days a week.

Get instant support from an energy expert with our LiveChat feature. Just choose the topic of your query, and we'll help you find answers.

# keep track of your CONTACTS



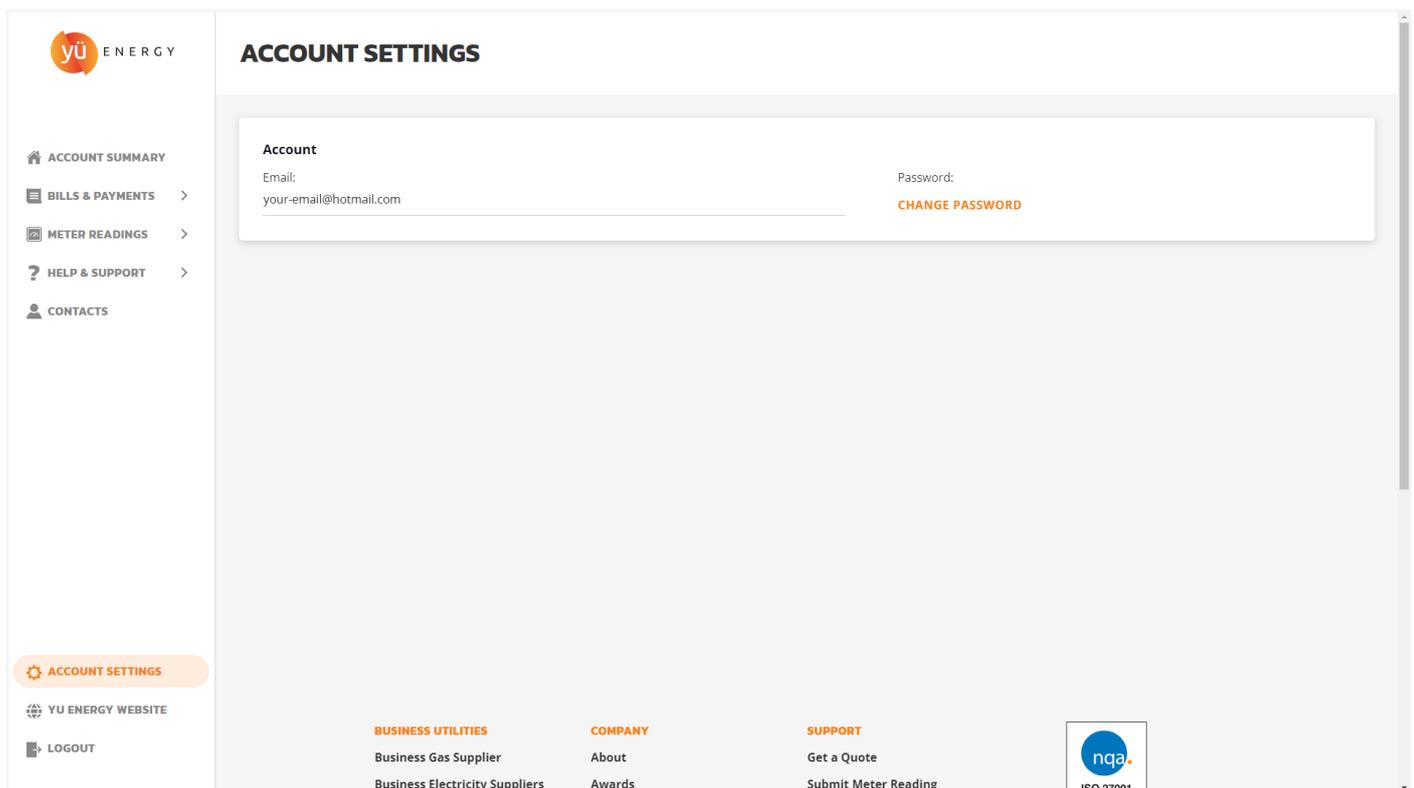
The screenshot shows the 'CONTACTS' page in the Yü Energy customer portal. On the left is a navigation menu with options: ACCOUNT SUMMARY, BILLS & PAYMENTS, METER READINGS, HELP & SUPPORT, CONTACTS (highlighted), ACCOUNT SETTINGS, YU ENERGY WEBSITE, and LOGOUT. The main content area is titled 'CONTACTS' and is divided into two sections: 'PRIMARY CONTACT' and 'ADDITIONAL CONTACTS'. The 'PRIMARY CONTACT' section contains the following details:

<b>Company Name:</b> YOUR BUSINESS NAME		
<b>Contact Name</b>		
<b>Title:</b> -	<b>First Name:</b> John	<b>Last Name:</b> Smith
<b>Billing Address</b>		
<b>Street:</b> 2 Horizon Place		
<b>City:</b> Nottingham	<b>Country:</b> GB	<b>Postcode:</b> NG8 6PY
<b>Phone</b>		
<b>Office Phone:</b> 01159758258	<b>Mobile Phone:</b> 07123456789	<b>Other Phone:</b> -

The 'ADDITIONAL CONTACTS' section is currently empty, showing only the labels for 'Company Name' and 'Contact Name'.

The Contacts page allows you to view and check details for your business' primary contact, billing details, and any additional contacts on the account. If any of these details are incorrect or you would like to add an additional contact to your business' account, please contact one of our support agents on **0115 975 8258** or via our LiveChat.

# change your ACCOUNT SETTINGS



The screenshot shows the 'ACCOUNT SETTINGS' page in the Yü Energy customer portal. On the left is a navigation menu with options: ACCOUNT SUMMARY, BILLS & PAYMENTS, METER READINGS, HELP & SUPPORT, and CONTACTS. The 'ACCOUNT SETTINGS' option is highlighted. Below the menu are links for 'YU ENERGY WEBSITE' and 'LOGOUT'. The main content area is titled 'ACCOUNT SETTINGS' and contains an 'Account' section with the email 'your-email@hotmail.com' and a 'CHANGE PASSWORD' link. At the bottom, there are three columns of links: BUSINESS UTILITIES (Business Gas Supplier, Business Electricity Suppliers), COMPANY (About, Awards), and SUPPORT (Get a Quote, Submit Meter Reading). A logo for 'nqa ISO 27001' is also present in the bottom right corner.

The Account Settings tab allows you to view the email address associated with your My Account profile (used for logging in) and gives you the option to change your password should you need to for any reason. If you wish to change the login email associated with your account, please contact us on **0115 975 8258** or via our LiveChat.