



ENERGY



introducing **YÜ ENERGY INSIGHTS**

WWW.YUENERGY.CO.UK

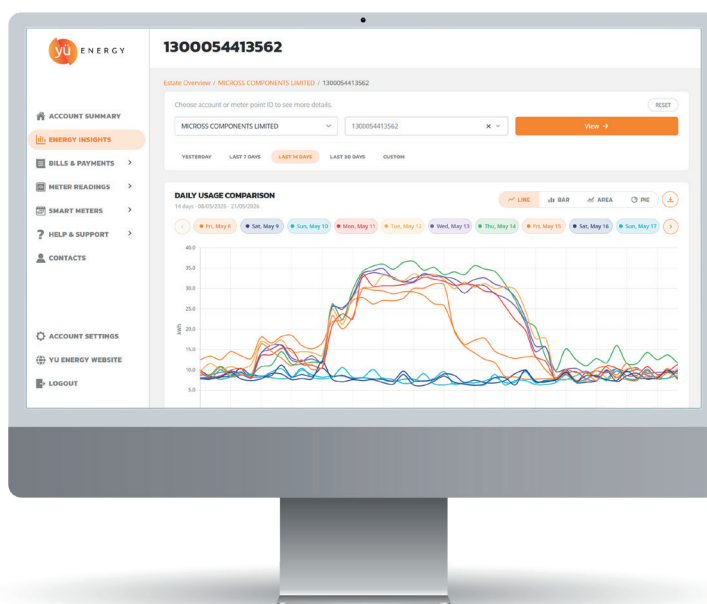
welcome to YÜ ENERGY INSIGHTS

1. Overview: What is Energy Insights?

Energy Insights is your new home for understanding and managing your energy usage data within MyAccount. Whether you're a business with a single meter or a large multi-site organisation with multiple meters, you can view your Smart Meter data all in one place.

The dashboard gives you greater visibility of your energy usage, helping you monitor trends, compare usage over time, and access data that can support reporting and energy management across your sites.

This update is part of a wider industry shift towards half-hourly Smart Meter readings for business customers, which is due to be completed by 2027.



1.1 What you can do in Energy Insights

- View your Smart Meter usage data
- Compare usage over different time periods
- Download reports and data files
- Monitor trends across sites or individual meters
- Identify unusual usage patterns



TIP

To take advantage of the new Energy Insights functionality you must have an eligible smart meter.

getting STARTED

A screenshot of the Yü Energy website's login and password requirements page. The page has a white background with orange and grey accents. At the top left is the Yü Energy logo, and at the top right is the text "YÜ ENERGY WEBSITE". The main content area is divided into two sections. The left section is titled "SIGN IN TO MY ACCOUNT" in orange and black. It contains a form with fields for "Email Address" and "Password", a checkbox for "Remember my details", and an orange "SIGN IN" button. Below the form are links for "Forgotten your password?", "Forgotten your email?", and "Having trouble logging in?". At the bottom of this section is a link "REGISTER FOR AN ACCOUNT >". The right section is titled "when UPDATING YOUR PASSWORD IT MUST CONTAIN THE FOLLOWING:" in orange and black. It lists four requirements with checkmarks: "✓ 14 CHARACTER MINIMUM", "✓ NUMBERS", "✓ UPPERCASE AND LOWERCASE LETTERS", and "✓ SPECIAL CHARACTERS". The background of the right section features orange circles and a halftone pattern.

2. Before you get started

2.1 What you need to use Energy Insights

- Access to [MyAccount](#)
- A compatible Smart Meter installed
- Smart meter data available at your sites

3. What if you don't have a Smart Meter

3.1 Check your eligibility

If you don't yet have a Smart Meter installed, you'll still see your meter points listed in MyAccount, but Energy Insights won't be available for those sites.

You may have a mix of smart and traditional meters across your locations, so you could already be part of the way there. To access the full benefits of the Energy Insights page, book a smart meter installation now.

3.2 How to book a Smart Meter

The easiest way to book your installation is through MyAccount.

Step 1: Login to [MyAccount](#) Portal

Step 2: On the left-hand menu, click on Smart Meters

Step 3: Select Book Appointment

Step 4: Choose your eligible meter for upgrade

Step 5: Pick a date and time that suits you, then answer a few quick questions to complete your booking

4. How to Login to MyAccount

Click the link "[Account](#)" at the top of the Yü Energy website or go to: MyAccount Portal Login using your Yü Energy account credentials. If you have not registered, please register to MyAccount with your Account Number (if you have multiple accounts with us, use any Account Number and Email Address).



accessing ENERGY INSIGHTS

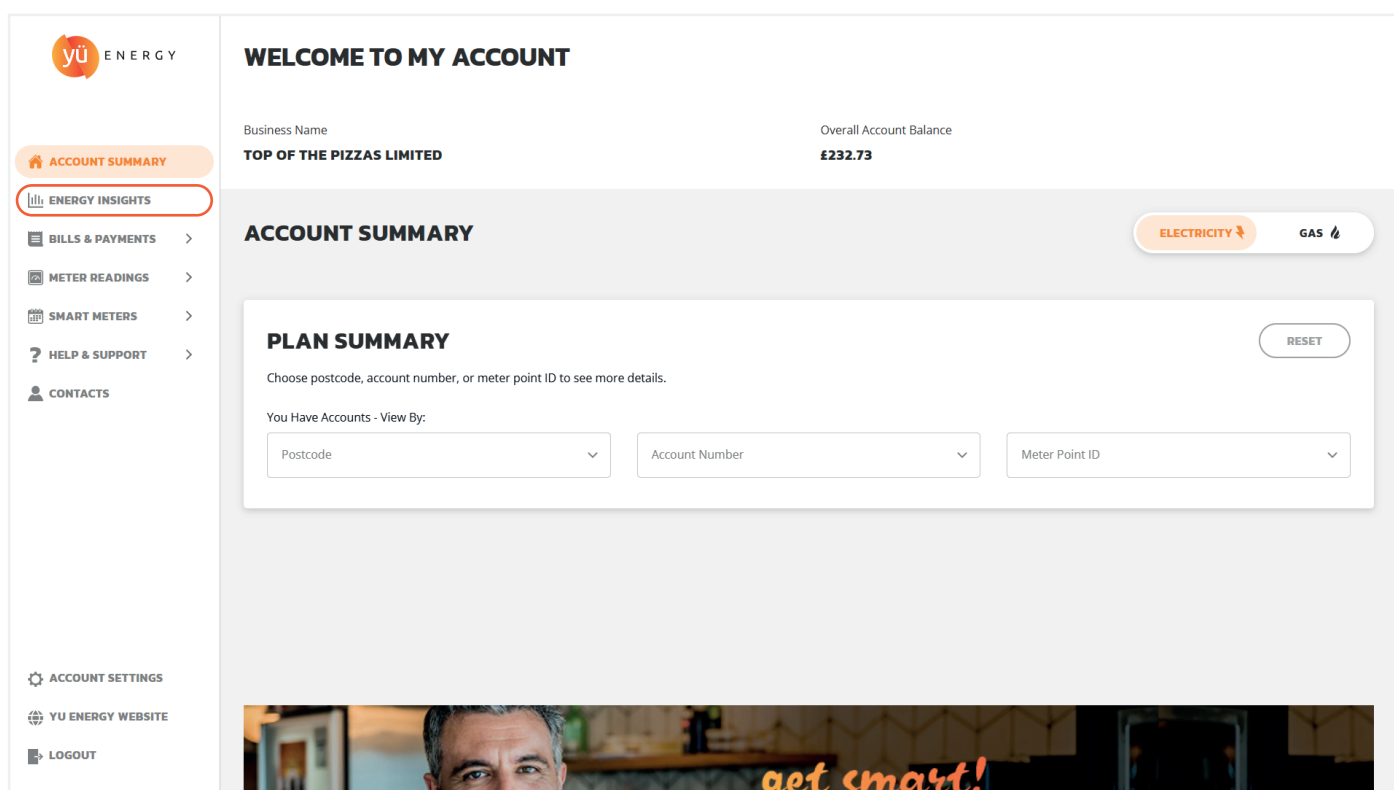
5. How to access and use the Energy Analytics dashboard

5.1. How to access the Energy Insights dashboard

To get started:

Step 1: Go to your [MyAccount Dashboard](#)

Step 2: On the left-hand menu select Energy Insights



WELCOME TO MY ACCOUNT

Business Name: **TOP OF THE PIZZAS LIMITED** Overall Account Balance: **£232.73**

ACCOUNT SUMMARY

PLAN SUMMARY (RESET)

Choose postcode, account number, or meter point ID to see more details.

You Have Accounts - View By:

Postcode Account Number Meter Point ID

get smart!

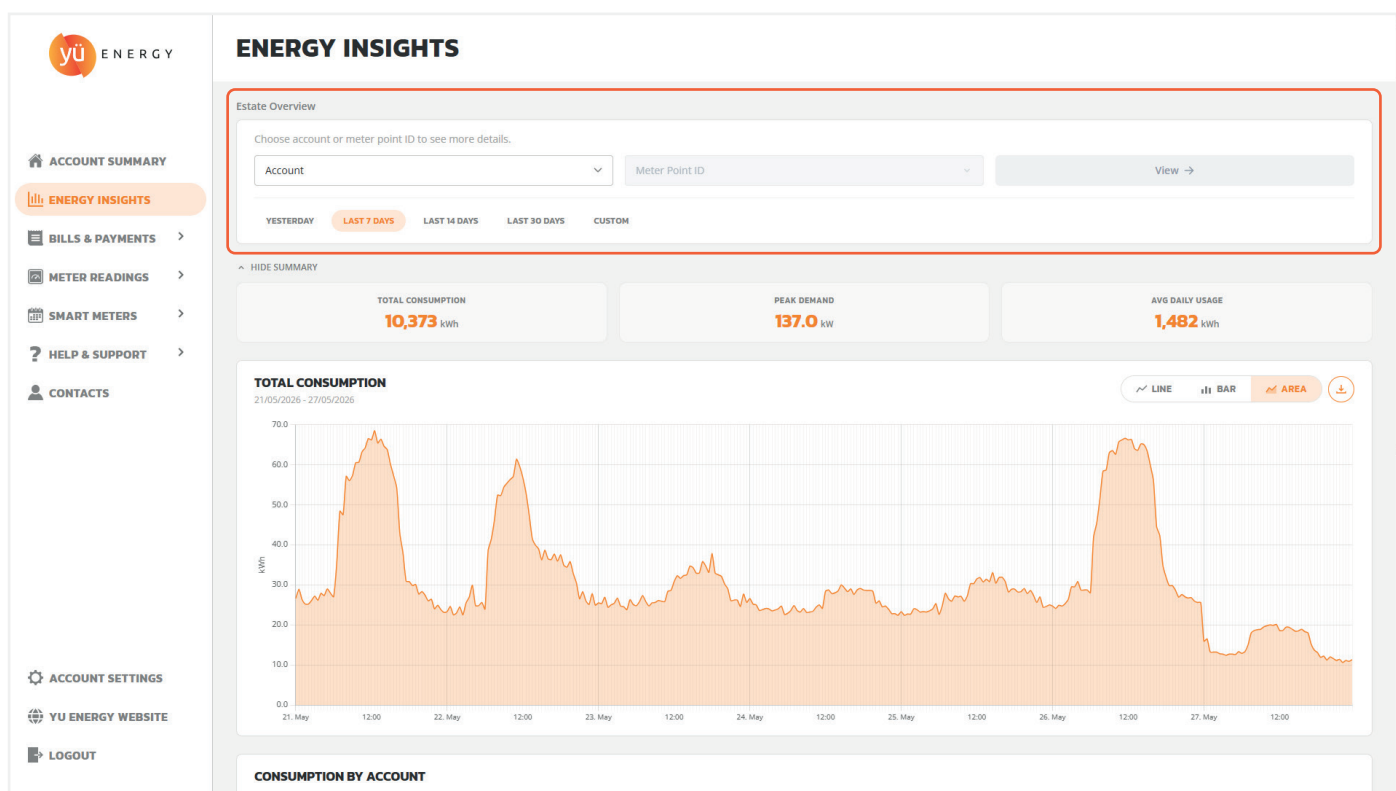
accessing ENERGY INSIGHTS



5.2 Choose your view: Account or Meter ID

Now you have the Energy Insights dashboard open, you'll see two dropdown menus at the top of the page. This is called the **Estate Overview**.

From here, you can choose the level of data you want to view.



Account > A full account overview - useful if you have multiple meters

Meter Point ID > Useful if you'd like to focus on a specific meter

Once you've made your selection, click the View button to open, change or refresh the account or meter point data you've selected.

viewing YOUR ENERGY INSIGHTS

6. Viewing your Energy Insights Data

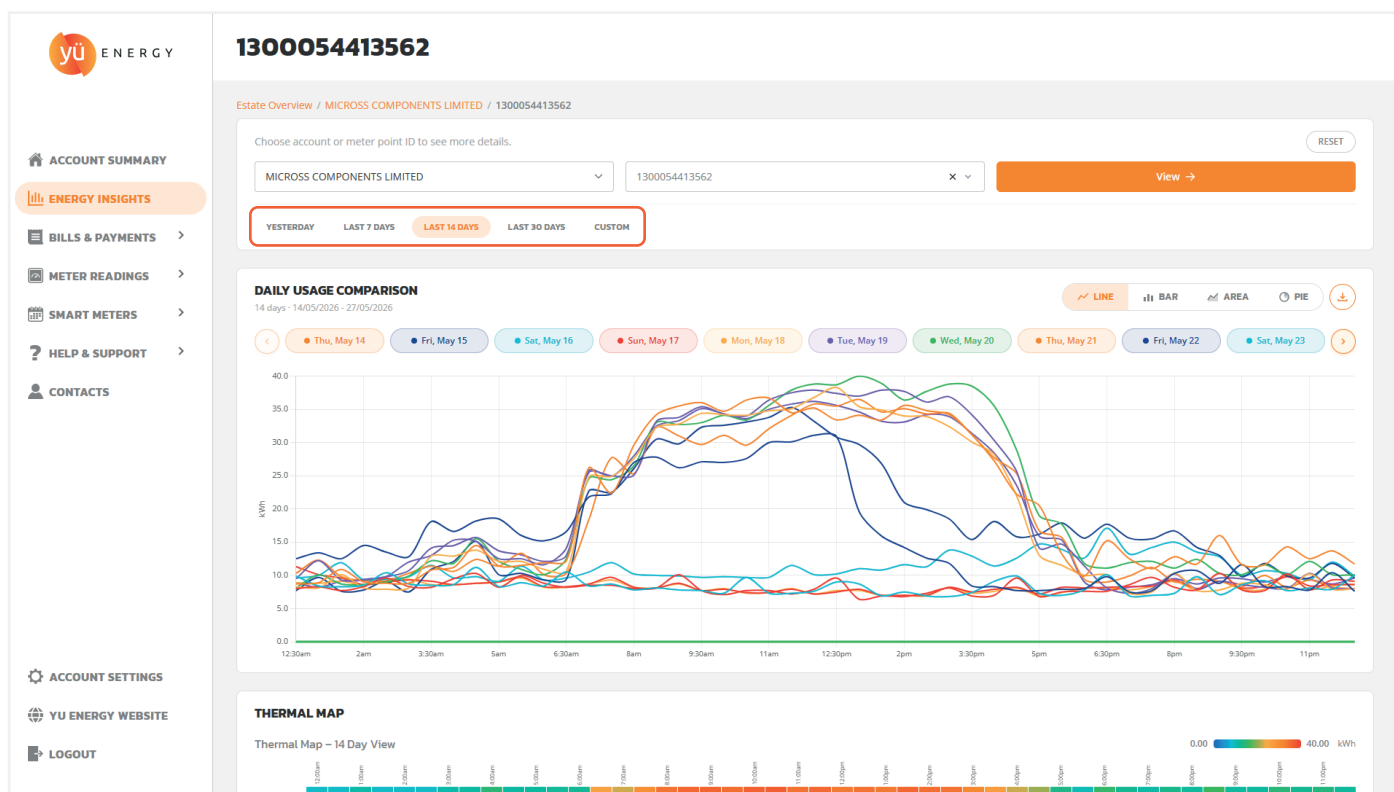
6.1 Selecting a date range for your data

You'll now have your historical meter point or account data on screen.

Right under the Estate Overview dropdown menu you'll find five data range options to help you view your energy usage over different time periods:

- Yesterday
- Last 7 Days
- Last 14 Days
- Last 30 Days
- Custom

Select the option that best suits the period you'd like to explore.



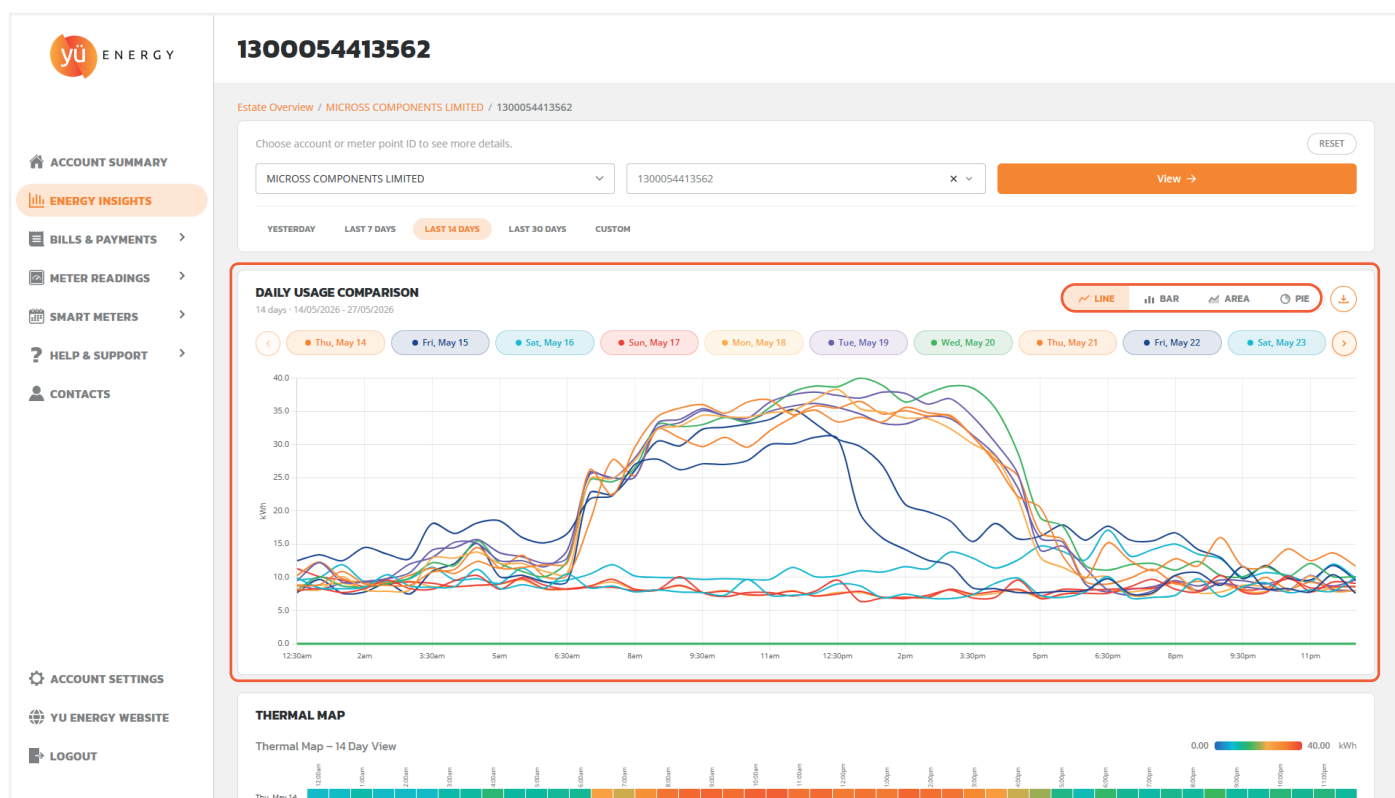
understanding YOUR DAILY USAGE CHARTS

6.2 Understanding your Daily Usage Comparison chart

The first chart you'll see is the Daily Usage Comparison chart. This is displayed as a line chart by default.

You can also choose to view your data in different formats:

 LINE
  BAR
  AREA
  PIE



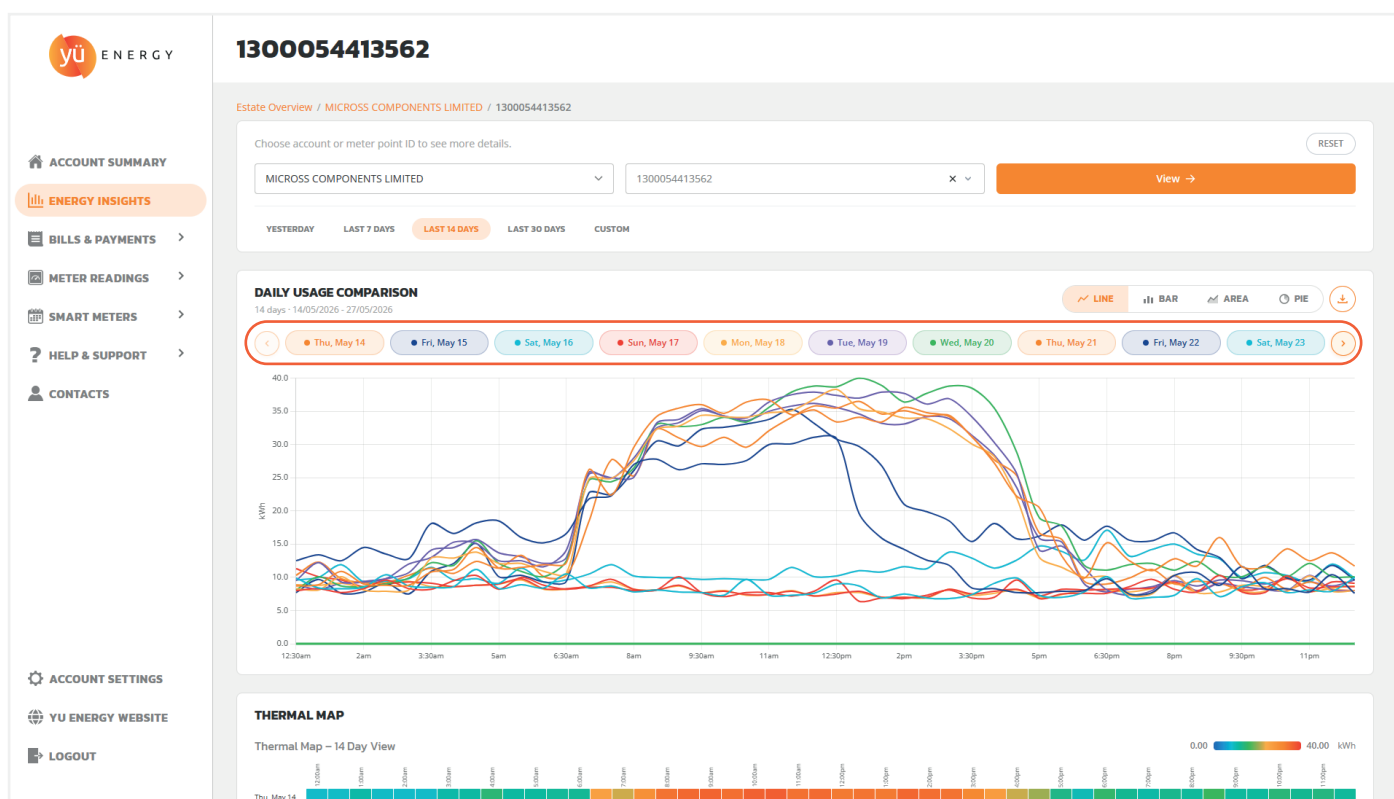
Using the DATE SELECTION MENU

At the top of the Daily Usage Comparison chart is a date selection “pill menu”.

This allows you to:

- Toggle individual dates on and off
- Identify dates using colour coding
- Move through date ranges using the arrow icons

Depending on your selected range, it can contain anywhere from 1–30 dates.



viewing YOUR THERMAL MAP

7. Viewing your Thermal Map

Below the Daily Usage Comparison chart, you'll find the Thermal Map.

This view displays half hourly usage data using colour similar to a heat map.

Being thermal it uses Blue through to Red to represent the amount of energy in use in kWh during that 30-minute period.

The map automatically adjusts to your usage, making it easy to see when your energy use is low or high across a day, week, or month.

7.1 Understanding your Key colours

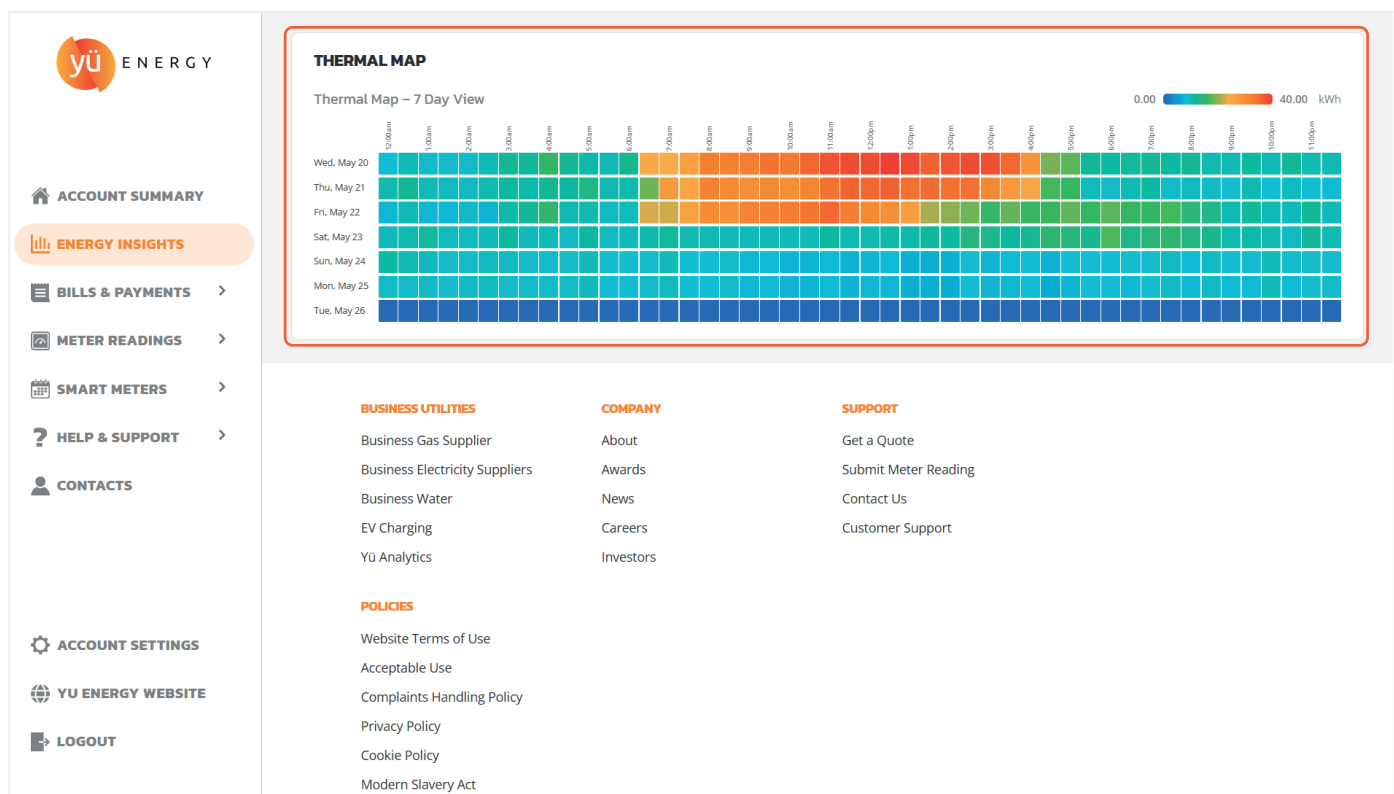
Blue = Very low

Green = Normal

Orange = High

Red = Very High

This view mirrors the date range you have selected at the very top of the Energy Insights page, so if you want to update the date range, scroll back to the top of the page.



your ENERGY DATA



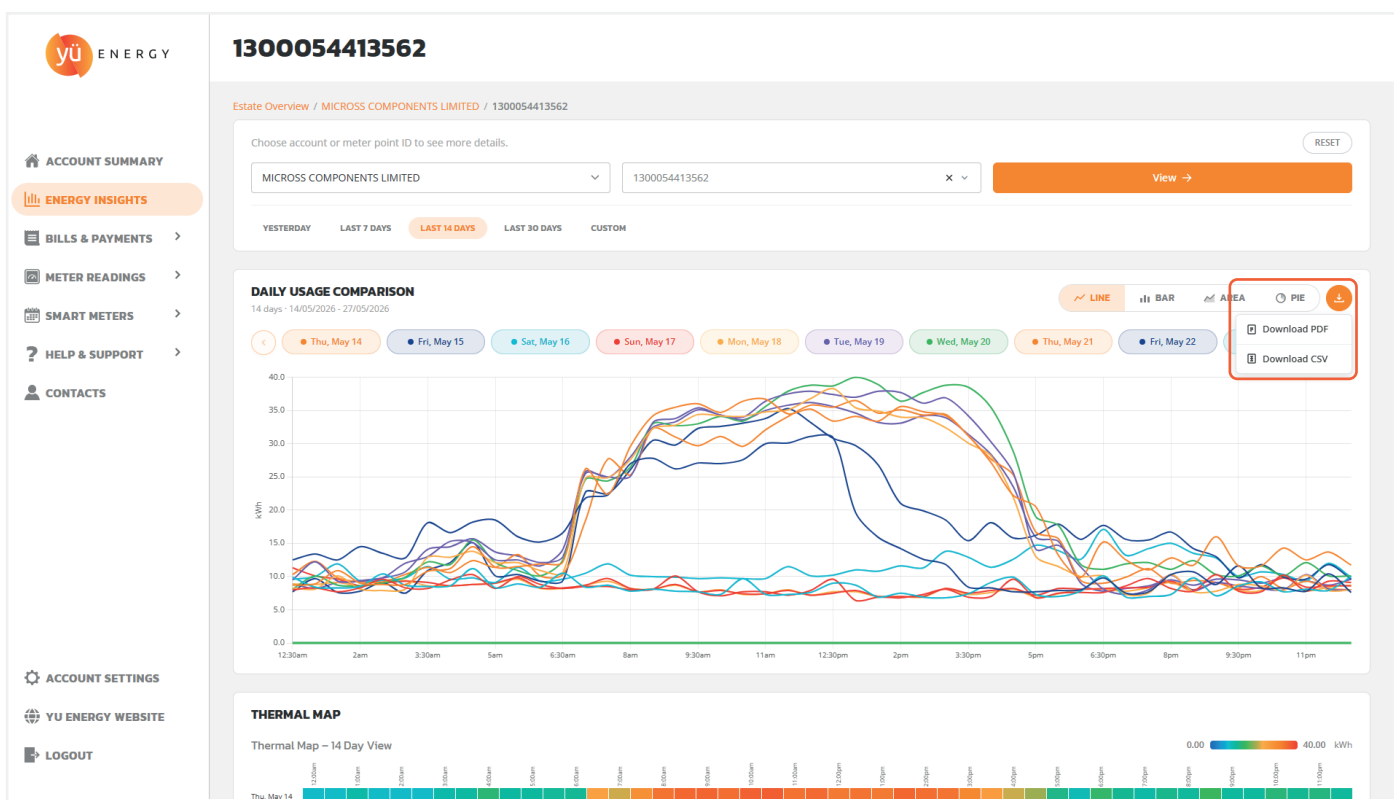
8. Downloading your Energy Data

In the top right corner of the Daily Usage Comparison chart, you'll find a download option. You can choose:

- Download PDF
- Download CSV

This will provide you with the data for your selected date range and can be useful for:

- Energy audits
- Internal reporting
- Identifying issues
- Investigating anomalies across certain sites or locations



error MESSAGES

9. Error messages and ineligible meters

If you select a site that is still processing data or does not yet have an eligible Smart Meter installed, you will see one of three pop-ups:

No Data Available

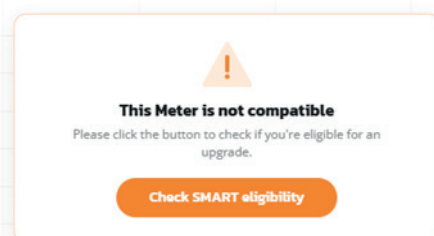
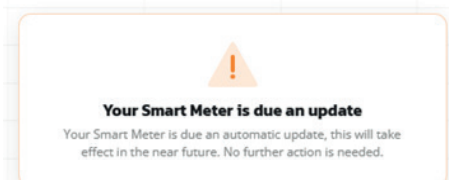
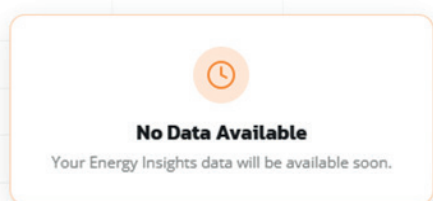
Your Energy Insights data will be available soon. This can appear if no data is available for the selected period, your insights data is being configured, or your Smart Meter is newly set up.

Your Smart Meter is due an update

A Smart Meter has already been installed but has not yet been configured to provide half-hourly profile data. The update will be issued remotely soon. No action is needed.

This Meter is not compatible

If the meter has no data and is listed as “not smart”, this message will appear and direct you to the Smart Meter booking page.



10. Helpful things to know

- As Energy Insights is a new service, you may at times experience temporary interruptions while updates or improvements are being made.
- The information shown relies on your Smart Meter sending accurate half-hourly readings.
- If your meter experiences a fault, you may notice gaps in your data. If this happens, our Smart Meter team will be happy to help.

11. Frequently Asked Questions

Q: Do I have to pay extra for this service?

A: No, this is included in your Yü Energy contract providing you have an eligible Smart Meter.

Q: How long does it take for my Energy Insights Data to appear?

A: Your data will usually appear within 24–72 hours. If it takes longer than this, please contact our customer service team and we'll be happy to help.

Q: Will it cost me anything to install a SMET2 Smart Meter?

A: No, it is a service we offer to all our customers on a new contract, if you currently do not have a smart meter installed, you can do so from the MyAccount portal.

Q: I've been told I can't have a Smart Meter installed, does this change anything?

A: Unfortunately, if your site has been assessed and has been classed ineligible for a smart meter installation, this may not change at the moment. This can happen for several reasons but we will always work with you to explore alternative options where possible.

Q: How far back does the Energy Insights data go?

A: Your Energy Insights history will show data from when your eligible Smart Meter became active with Yü Energy, where records are available.

Q: Can I download my energy data?

A: Yes, you can download your data as a PDF or CSV file directly from the dashboard for reporting or analysis purposes.

Q: Why can't I see Energy Insights for all my sites?

A: You may have a mix of Smart Meters and traditional meters across your locations. Energy Insights is only available for sites with compatible Smart Meters.