



My Opus Energy

SERVICE SECTION

How to guide

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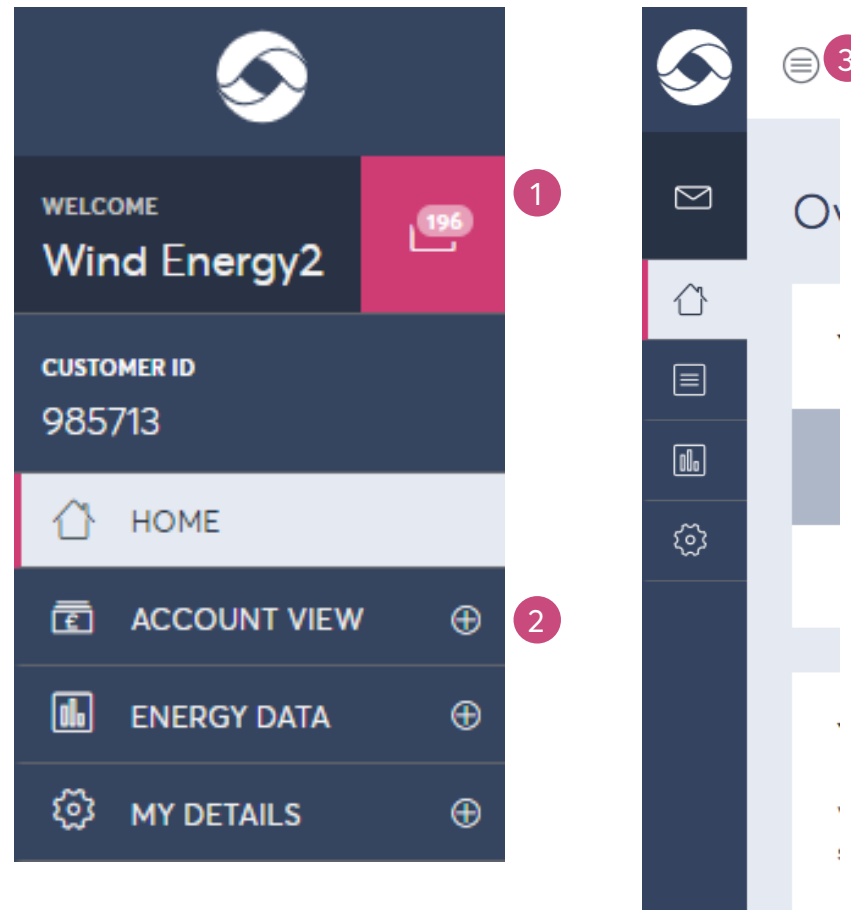


FUNCTIONS

NAVIGATION

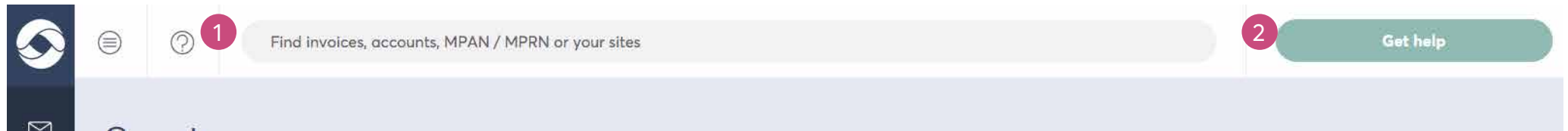
As soon as you log in, you'll be able to see the navigation bar on the left hand side. This contains functions such as your Inbox and buttons which take you to the main sections of My Opus Energy: Account view, Energy Data and My details. You can sign out using the button at the bottom of the menu.

- 1 If we have sent you a message, it will notify you here. Click to view.
- 2 Click the + icons to expand the navigation menu and see all the subpage options.
- 3 Click the menu icon to hide or show the navigation bar. When hidden, it will allow you extra space to view your selected page.



SEARCH AND HELP

At the top of every page is a search bar to help you easily navigate your accounts. Use the help button should you require assistance.



1 Quick search bar - type at least four characters of your search term. You'll then be able to see available options in different areas of the site. You can search using: invoice numbers, site or account IDs, your supply number (electricity), your meter point reference (gas), your site reference or postcode.

2 If you ever require help using your online account or need to reach us, you can find links to our Help and advice sections and contact information for our Customer Service team.

FILTERING CONTENT

If you're looking for a specific item or group of items, several pages have filters that allow you to find them more easily.

- 1 'Top level' filters let you narrow results by your customer ID (if you have multiple), specific accounts or sites.
- 2 Specific filters appear on some tables, depending on the content you're viewing.
- 3 You can clear all your filters at once using this link.

The screenshot shows a web application interface for managing invoices. On the left is a dark blue sidebar menu with options: HOME, ACCOUNT VIEW, INVOICES (highlighted), MAKE A PAYMENT, DIRECT DEBIT, ENERGY DATA, MY DETAILS, and BOOK SMART METER. The main content area is titled 'Account view > Invoices'. At the top, there are three filter sections: 'FILTER BY CUSTOMER' (with a dropdown showing '985713 Wind Energy Two Ltd'), 'FILTER BY ACCOUNT' (with a dropdown for 'Account number or name'), and 'FILTER BY SITE(S)' (with a dropdown for 'Site ID, address or reference'). Below these are more specific filters: 'ENERGY TYPE' (with buttons for 'ELECTRICITY' and 'GAS'), 'DATE RANGE' (with two 'Select month' dropdowns), and 'MPAN/MPRN' (with a dropdown for 'Filter by MPAN/MPRN number'). A 'Remove filters' link is located below the filters. The main content is a table with columns: INVOICE, ACCOUNT, PERIOD, FOR SITE, and AMOUNT. The table contains five rows of invoice data, each with a 'Download' button and a plus icon. Red circles 1, 2, and 3 highlight the 'Filter by Customer' dropdown, the 'GAS' button, and the 'Remove filters' link respectively.

INVOICE	ACCOUNT	PERIOD	FOR SITE	AMOUNT	
35575963	866433	December 2017	test	£92.18	Download
35505332	866433	November 2017	test	£107.36	Download
35391764	866433	October 2017	test	£123.20	Download
35295899	866433	September 2017	test	£142.50	Download

SEEING MORE DETAIL

You can see more detail on your selected item(s) by expanding the secondary information pane.

Invoices Download invoices individually or in batches.

[Account view](#) > Invoices

FILTER BY CUSTOMER

FILTER BY ACCOUNT

FILTER BY SITE(S)

ENERGY TYPE ELECTRICITY GAS

DATE RANGE >

MPAN/MPRN

[Remove filters](#)

<input type="checkbox"/>	INVOICE	ACCOUNT	PERIOD	FOR SITE	AMOUNT	
<input type="checkbox"/>	29860370	468633	December 2018	Add a custom site reference	£62.10	<input type="button" value="Download"/> <input type="button" value="⊖"/>
CUSTOMER ID 985713		SITE DETAILS 813406 - Add a custom site reference Greens Barn Farm Road HL3 0JN		MPAN(S) 172.0000576428	PAYMENT IS DUE ON 07/09/2018	
<input type="checkbox"/>	29559688	468633	November 2018	test	£107.36	<input type="button" value="Download"/> <input type="button" value="⊕"/>
<input type="checkbox"/>	29173535	468633	October 2018	test	£93.20	<input type="button" value="Download"/> <input type="button" value="⊕"/>



PERFORMING ACTIONS ON MULTIPLE ITEMS

You can use the checkboxes to select multiple items, allowing you to perform the same action on all of them at once.

1 Available actions will appear in a small pop up box in the bottom right corner. Using this button will perform the action for the single item.

The screenshot shows a table of invoices with columns for selection, status, invoice number, account number, month, test status, and amount. A 'Download' button is highlighted on the right of the first row. A pop-up box titled 'INVOICES SELECTED' is shown in the bottom right corner, asking 'Which invoices does this include?' and offering 'Download invoices' and 'Download summary' buttons. A red circle with the number '1' is placed above the pop-up box.

<input type="checkbox"/>		Invoice No.	Account No.	Month	Test	Amount	Action
<input checked="" type="checkbox"/>		29860370	468633	December 2018	test	£62.10	Download
<input checked="" type="checkbox"/>		29559688	468633	November 2018	test	£107.36	Download
<input type="checkbox"/>		29173535	468633	October 2018	test	£93.20	Download
<input type="checkbox"/>		35188893	468633	September 2018	test	£116.74	Download
<input type="checkbox"/>		35188893	468633	August 2018	test	£89.37	Download
<input type="checkbox"/>		63340089	468633	July 2018	test	£160.52	Download

2 Some pages have an alternate view unless you have many items, in which case the checkbox is on the top left of each card.

The screenshot shows an 'Account view' with two account cards. Each card has a checkbox on the top left, an account number, a 'SITES' dropdown, a 'TOTAL BALANCE' section with a 'Pay account' button, and a 'DIRECT DEBIT' section. Below the cards are 'Usage' and 'Invoices' tabs. A red circle with the number '2' is placed to the left of the first card.

Account No.	Account Name	SITES	TOTAL BALANCE	Pay account
1039108	Hee Sushi	1	£124.22	Pay account
1027148	Hee Sushi	1	£201.00	Pay account

ADDING CUSTOM SITE REFERENCES

To help you find and identify your sites more quickly, you can add your own reference. It can then also be used in the top-level filters.

1 Click the link to set a reference.

2 Use the top level filter to search to find your site quickly.

511203
Add a custom site reference 1

ADDRESS: 26-27 Gillum Grove Oakland-on-Thames GE4 2ZY
CUSTOMER ID: 982563

Product(s) on site

Icon	ACCOUNT ID	CONTRACT EXPIRES	Action
⚡	585417	29/06/2014	Get a quote
🔥	-	-	View contract

[Usage](#) [Update forwarding address](#)

FILTER BY CUSTOMER: Customer ID or name
FILTER BY ACCOUNT: Account number or name
FILTER BY SITES: Site ID, address or reference 2

ENERGY TYPE: ELECTRICITY GAS
DATE RANGE: September 2015 November 2015
MPAN/MPIN: Filter by MPAN/MPRN number

[Remove filters](#)

INVOICE	ACCOUNT	PERIOD	FOR SITE	AMOUNT	
19168140	794231	November 2015	511203 - Add a custom site reference 1	£47.82	Download

CUSTOMER ID: 982563
ACCOUNT ID: 794231

SITE DETAILS: 511203 - **Add a custom site reference**
26-27 Gillum Grove, Oakland-on-Thames, GE4 2ZY

MPAN(S): 4039499233301
PAYMENT IS DUE ON: 24/10/2015

21379255	794232	November 2015	772452 - Add a custom site reference	£28.82	Download
19229078	794231	October 2015	511203 - Add a custom site reference	£21.58	Download



ACTIONS

MAKE A PAYMENT

You can make a payment in four quick steps:

1

SELECT ACCOUNT

Filter accounts by customer, account or site and view each balance. Use the selection boxes to select which account you wish to make a payment for. You can pay one at a time, or select multiple accounts to pay together.

2

PAYMENT METHOD

You can pay by credit or debit card or set up a Direct Debit online. Alternatively, you can find the details of how to pay by bank transfer or cheque.

3

REVIEW PAYMENT

Review your payment method and amounts. You can amend the amount you wish to pay for each account by clicking on the amount you wish to edit.

4

CONFIRMATION

If your payment is successful you can see a summary of your payment.

SETUP OR AMEND A DIRECT DEBIT

Setting up a Direct Debit is a hassle-free way to pay your energy bills. Once set up, you won't have to do anything and your bill will always be paid on time.

1

SELECT ACCOUNT

You can see which accounts already have a Direct Debit set up, denoted by the DD logo. You can amend existing or set up new Direct Debits for one or multiple accounts.

2

FILL IN FORM

See a summary of the accounts being set up or amended and fill in the online form.

3

REVIEW DETAILS

See a confirmation of the details you have submitted.

Please note, setting up a Direct Debit online is only available to certain customers. If you are a Corporate customer, you will be able to fill in an editable PDF version of the form, which can then be emailed directly to your Account Manager for processing.

VIEW YOUR EXPORTED ENERGY

- 1 You can view your usage and generation on the Home page

The screenshot shows the 'Overview' page of the Wind Energy2 customer portal. The left sidebar contains navigation options: HOME, ACCOUNT VIEW, ENERGY DATA, MY DETAILS, and BOOK SMART METER. The main content area is divided into several sections:

- Your usage:** Displays 'ELECTRICITY (KWH)' as 2989 and 'GAS (KWH)' as 0. A button 'See my usage data' is located below.
- Make a quick payment:** Shows 'TOTAL ON NON-DIRECT DEBIT ACCOUNTS' as £0.00. A button 'Make a card payment' is present.
- Submit a meter reading:** Includes a 'Select an account' dropdown, 'Select a site', and 'Select a meter' dropdowns. A button 'Meter read history' is at the bottom.
- Your generation:** Displays 'POWER GENERATED (KWH) FOR 2019' as 15.00 and 'INCOME GENERATED (GBP) FOR 2019' as £6,202.54. A button 'See my accounts' is at the bottom.
- Your account(s):** A button 'See my account summary' is present.

Red circles with the number '1' highlight the 'See my usage data' and 'See my accounts' buttons.

- 2 and click onto See My Accounts to see the Account view of export and usage

The screenshot shows the 'Account view' page of the Wind Energy2 customer portal. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Account view' and 'View and manage your account(s)'. It displays two accounts:

- Account 1:** 798191, Wind Energy Two Ltd - Export, 2 sites. Shows 'PAYMENTS MADE FOR 2019' as £6,202.54. A note states: 'This is the total of all payments made for this account to date during the current calendar year.' Below this is a table with columns 'LAST PAYMENT' and 'AMOUNT':

LAST PAYMENT	AMOUNT
11/01/2019	£63.58

Buttons for 'Production' and 'Statements' are at the bottom.
- Account 2:** 866433, Wind Energy Two Ltd, 1 site. Shows 'TOTAL BALANCE AS OF 01/12/2017' as £0.00. A 'Pay account' button is present. A note states: 'No action required. This account is set up on Direct Debit payments. We'll be collecting your Direct Debit payment on or soon after 07/09/2018. If your account is in credit we will apply this first. Any remaining balance will be taken as part of the Direct Debit payment.' Below this is a table with columns 'LAST PAYMENT', 'AMOUNT', and 'PAID BY':

LAST PAYMENT	AMOUNT	PAID BY
-	-	-

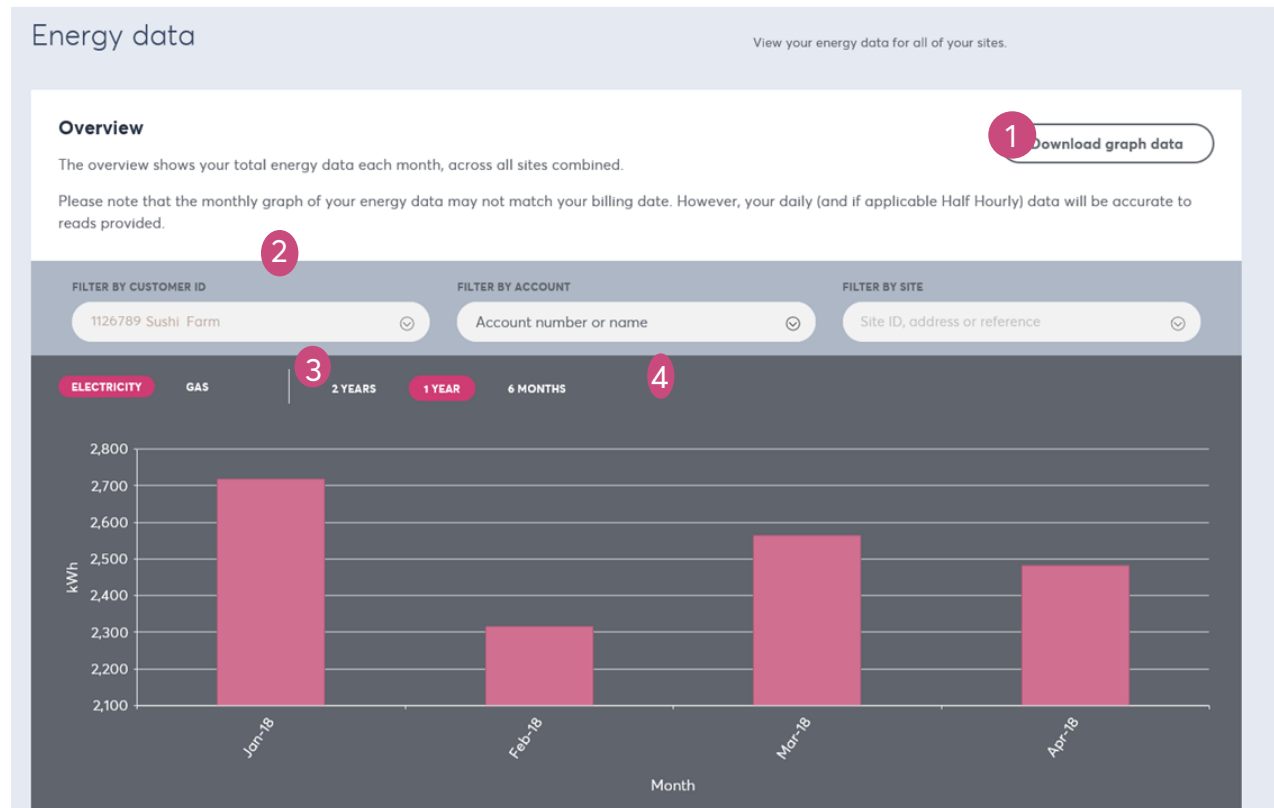
Buttons for 'Usage' and 'Invoices' are at the bottom.

VIEW YOUR ENERGY DATA

You can view your energy data across all your sites by month. If you have daily or Half-Hourly metering you can also see this information for individual sites.

Depending on the number of sites, this page may show more than one graph.

- 1 Download graph data or Half-Hourly data where applicable.
- 2 Use the filters here to view usage by Customer ID, account number, name, or site.
- 3 Use the pink buttons to select energy type or time period.
- 4 Where available, you can select a month column to view the daily usage for that month.



SUBMIT METER READINGS

- 1 If you are a Corporate customer and need to submit a large number of meter readings, click here to use the bulk readings tool.
- 2 Use the filters to find a particular site / meter.
- 3 Add a custom reference to help you find a site quicker.
- 4 Click the + icon to view previous meter readings for a specific site.

Renewable Generators - the date is fixed for the end of the next quarter (and up to 2 working days after)

Submit meter readings

Submit meter readings for one or more sites

Energy data > Submit meter readings

Want to upload your readings in bulk?
Submitting updated meter reads doesn't have to be time-consuming, thanks to our bulk readings tool. [Access bulk readings tool](#)

FILTER BY CUSTOMER
Customer ID or name

FILTER BY ACCOUNT
Account number or name

FILTER BY SITE(S)
Site ID, address or reference

ENERGY TYPE
ELECTRICITY GAS

METER REFERENCE
Filter by Meter Reference

[Remove all filters](#)

SITE	ADDRESS	METER REFERENCE	
Add a custom site reference	Farm Road South Lincoln R12 2ST	2100417623890	Submit readings ⊕
431803	First Floor Wesley Walk Basingstoke Hampshire B31 2JT	58854203	Submit readings ⊕
Mini-regression test	Brick House Lane Birmingham FG2 9NF	A371438917	Submit readings ⊖

Previous meter readings for this site
You can view or download the last five reads for this meter.
[Previous meter readings](#)

MANAGING YOUR ACCOUNT CONTACTS

This page shows which contacts have full access to your account with Opus Energy. You can update the contact information for each individual. Limited access users have access to My Opus Energy but **cannot** make changes to your account information.

- 1 Click here to export your contact list or add a new contact.
- 2 Click 'manage' to edit information such as personal details, contact information, job title and what level of account access a contact has.
- 3 Click the + icon to see additional information.
- 4 Individuals who have limited access to your online accounts but cannot make changes are shown here.

Contacts
View contacts and manage their online and offline access to your energy account.

Account contacts
People who can manage and change your energy account.

Export this table Add contact

FILTER BY CUSTOMER: 1126789 Sushi Farm
FILTER BY ACCOUNT: Account number or name
FILTER BY SITE(S): Site ID, address or reference

NAME	POSITION	CONTACT INFORMATION
Charles Hunt	Owner/Partner	01722505252 sampras@TEST_yahoo.com

CUSTOMER ID: 985713
MOBILE: [empty]
ONLINE ACCESS: This contact has online access, with the username: sampras@TEST_yahoo.com
PRIMARY CONTACT: This is the main contact for your account, and will receive all correspondence.

Showing 1-1 of 1 entries.

Limited access users
Users who are limited to online access of your accounts. For example, viewing invoices or making payments.

FILTER BY CUSTOMER: 1126789 Sushi Farm
FILTER BY ACCOUNT: Account number or name
FILTER BY SITE(S): Site ID, address or reference

NAME	USERNAME	LINKED TO
Mrs hunt	p.hunt@portaldev.co.uk	1126789 - Sushi Farm

Showing 1-1 of 1 entries.

MOVING PREMISES

If you are moving premises, let our Change of Tenancy team know using this page. The process is as follows:

- 1 Select the sites you are vacating using the tick boxes.
- 2 On the following screen, insert your new contact details including moving date, forwarding information and how we can contact you.
- 3 You will see a summary of the information you have provided to the Change of Tenancy team.

Moving premises

Let us know that your business is moving, and where we should send future correspondence.

[My details](#) > Moving premises

1 SELECT SITES — 2 NEW ADDRESS — 3 CONFIRMATION

Please select the site(s) you are vacating

FILTER BY CUSTOMER: 902363 Easy Records Ltd

FILTER BY ACCOUNT: Account number or name

FILTER BY SITE(S): Site ID, address or reference

[Remove all filters](#)

SITE ID	CUSTOMER ID	YOUR REFERENCE	SITE ADDRESS
961133	817799	Add a custom site reference	26-27 Gilliam Grove Oakland-on-Thames GE4 2ZY

1 per page Showing 1-1 of 1 entries

CONTACT US

If you require further assistance with My Opus Energy you can contact our Customer Service team.

They are available weekdays from 8am - 6pm on [0843 227 2377](tel:08432272377) or you can email contactus@opusenergy.com.

Alternatively, you can access this guide 24/7 via the help section of My Opus Energy, or visit opusenergy.com/help-and-advice.

Corporate customers can call [0843 227 2359](tel:08432272359) or email corporate.accounts@opusenergy.com

Renewable customers can call [0845 040 5795](tel:08450405795) or email renewables@opusenergy.com