drax | Renewables Supply

My Drax Energy Portal

Introduction

The *My Drax Energy* portal offers you the ability to view and manage your electricity supply.

When logged in, you'll see a home screen with quick-access options, and five main menu options on the left of the display.

This user guide looks at the home screen and each of the key menu options. It also provides answers to some frequently asked questions.

Note: Use Chrome, Firefox, Safari, or Edge (and equivalent mobile phone) browsers to access My Energy Supply. The portal doesn't support Internet Explorer.

1. Home page

The home page (image 1) is the first screen you see when you log in. This gives you an Account overview, Account balance and quick access options to submit a meter reading or notify us that you're moving premises.

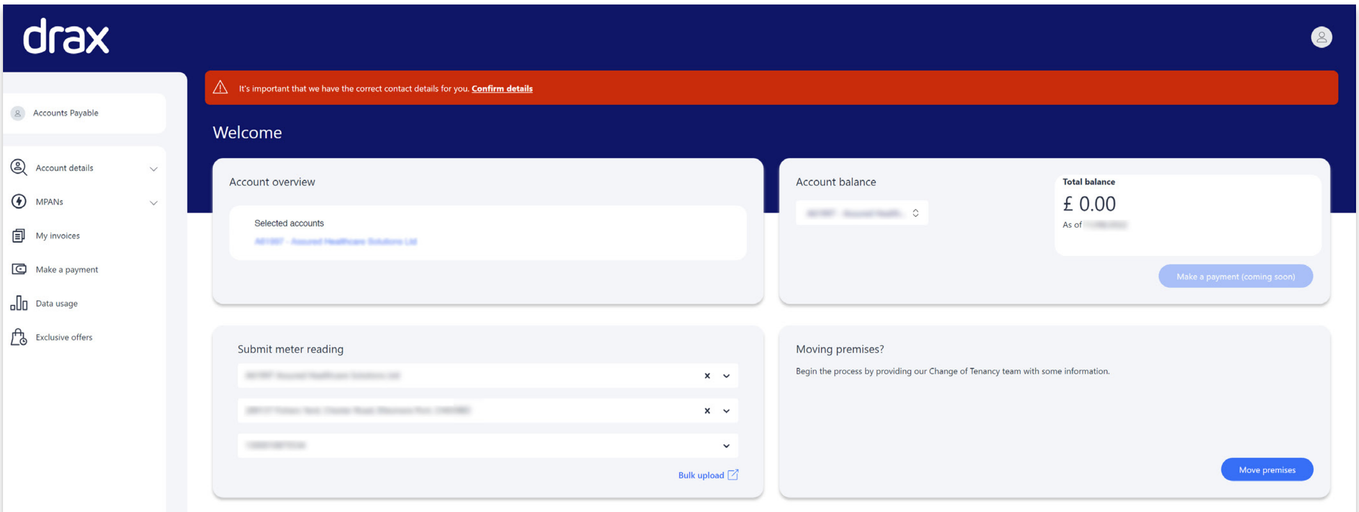


Image 1

You can get back to it at any time by clicking on the Drax logo in the top left corner of the screen.

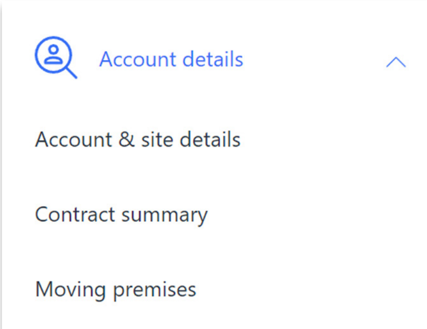
The 'Account overview' box shows the accounts related to your profile.

You can find support for the user profile by clicking on the head and shoulders icon, in the top right-hand corner of the screen.

Note: At the top of the screen, you'll see a red, orange, or green bar displaying service messages. Its colour relates to the importance of the message and how urgently you should take action.

2. Account details

Selecting the Account details header in the main menu reveals a dropdown of the following options:



This section guides you in using the relevant pages.

Account and Site details

The Site details screen shows the administrative information such as your site address, account balance and all your accounts.

If you've only got one Drax account, the *Site details* screen will display a list of your sites (image 2).

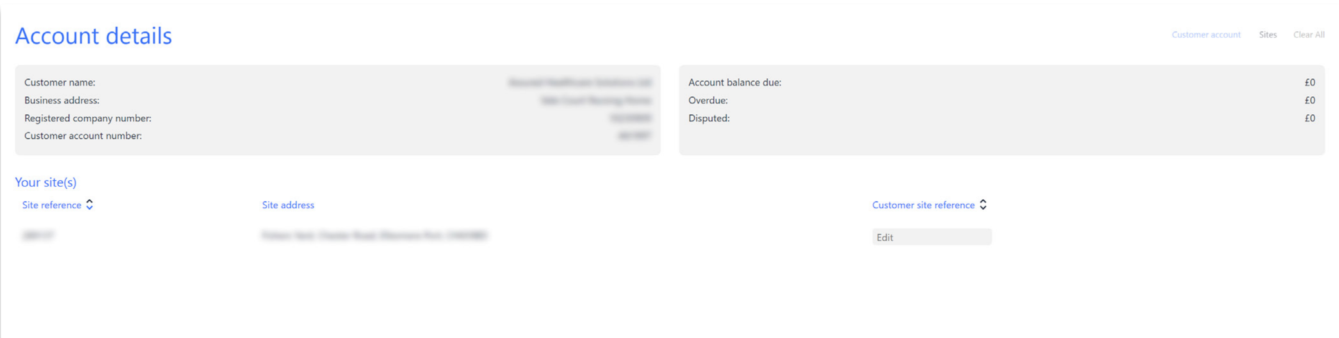


Image 2

If you've got more than one Drax account, a pop-up box will appear asking you to select one from the dropdown list.

Once you've selected an account, the *Site details* screen shows your sites' names, addresses and any references you've given them. You can add or change a site reference to give it a more easily identifiable name by typing in the relevant box.

Selecting a site will highlight the row and let you access further details by clicking on the dropdown arrow on the right-hand side. Doing so reveals the 'Account ID(s)' associated with the site, and the contract's expiry date. Buttons to view the site's usage or a summary of the contract are also available.

Note: A selected site may show an additional icon next to the dropdown arrow. A circle with a diagonal line through it indicates that Drax has stopped supplying the site. A circle with an exclamation mark inside indicates that the contract has expired.

Contract summary

The *Contract summary* screen shows high-level details of your Drax contracts, past and present. You can sort the accounts by selecting any of the column headers. Click/tap a header once to sort the column into numerical/chronological order, and twice to reverse the order.

Selecting an account row brings up the option of viewing 'Site details'. (For more information about 'Site details', see the next section.)

Moving premises

The *Moving premises* screen lets you warn us that you'll be leaving an existing premises, and that you no longer require Drax to supply energy at that site. The steps you'll need to take are explained below.

Select site

First, you need to select one or multiple sites. To help you find the relevant sites, it might help to sort the visible sites numerically or alphabetically by clicking/tapping once on a column header. Click/tap twice to sort the sites into reverse order.

To choose a single site, select the relevant row and click/tap on the 'Update' button. To choose multiple sites, tick the boxes on the left of the relevant rows and click/tap the 'Update details' arrow on the bottom right of the arrow on the screen's bottom right.

Update address

You then need to complete the details relating to your change of address for each relevant site reference.

Select a 'Moving date' by clicking in the field and choosing a date from the pop-up calendar.

Note: If you're updating multiple addresses, all of which have the same moving date, tick the box below the field to avoid entering it each time.

Use the 'New forwarding address' field to enter the address we should use for sending any future correspondence. Start typing the address or postcode and choose one of the matching results to populate the remaining three fields.

Note: If you're updating multiple addresses to the same new address, tick the box below the 'New forwarding address' field to avoid repeating it.

Please also provide contact details (if you know them) for the new tenant at the address you're leaving.

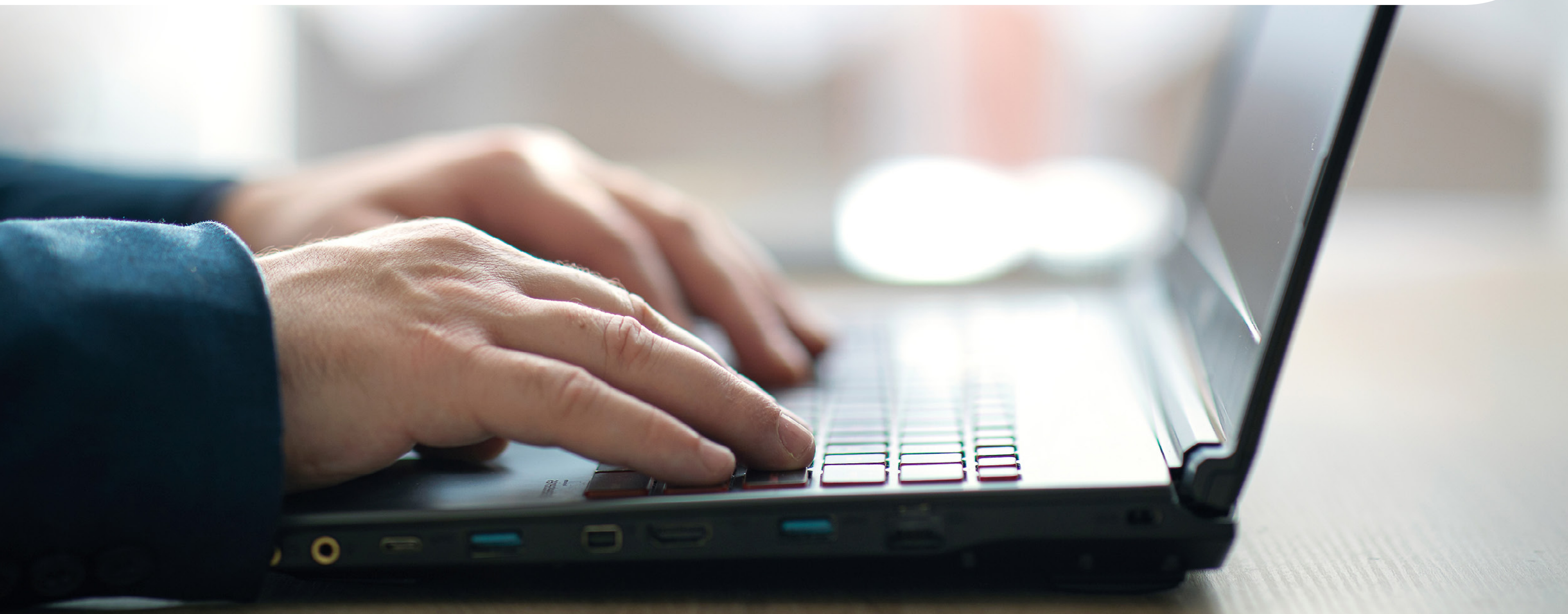
Finally, enter your own contact number so we can get in touch if there are any issues changing the information relating to your premises.

Click 'Submit.'

Confirmation

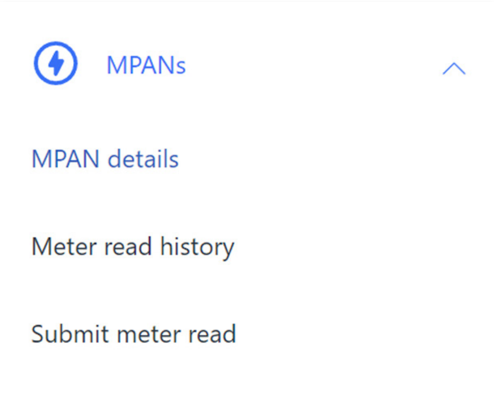
Once you've successfully submitted your new address details, you'll receive a 'Confirmation' message. It will show the date that you requested the change, the new forwarding address and all the relevant contact details for each site.

The confirmation screen will also ask you to 'Submit a final meter reading' by clicking a button. This takes you directly to the *Submit meter readings* screen.



3. MPANs

Visit the *MPANs* section of the portal to view details about your Meter Point Administration Numbers (MPANs). Selecting the *MPANs* header in the main menu reveals a dropdown with the following options:



3.1 MPAN details

This shows information relating to each MPAN you have. Highlighting an MPAN and clicking on the dropdown arrow gives you a site reference number, tariff information and payment method (see image 3). It also allows you to submit a meter read and view meter read history (Non Half hourly meters only).

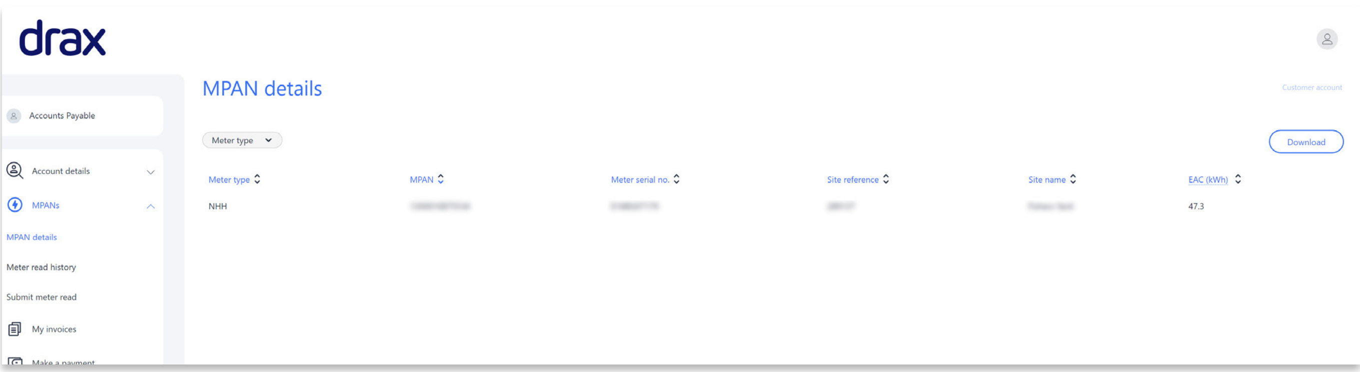


Image 3

3.2 Meter read history

If you have only one account, the *Meter read history* page will show all associated historical meter reads. If you have more than one account, select (from the pop-up box) the one with the reads you'd like to see.

Clicking on a row within the table of data reveals more information. From the selected-row view, you can see the most recent readings and their status (image 4).

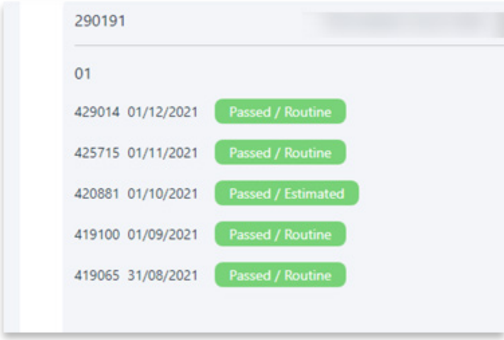


Image 4

The readings in green boxes are all 'Passed' (approved). The second word in the box tells you more about the meter read type:

- 'Customer Own Reading' – a reading you've provided
- 'Routine' – a reading that our agent took on a regular, scheduled date
- 'Special' – a reading that our agent took on a non-regular date for a specific reason
- 'Estimated' – a reading that Drax estimated, based on your usage history
- 'Deemed' – a reading that an industry data collector estimated, based on your usage history
- 'Change of Supplier' – the meter reading when we started supplying you
- 'Change of Tenancy' – the meter reading at the end of the previous tenant's supply period and the start of your supply period
- 'Initial' – the meter reading when you first got your replacement meter
- 'Final' – the last reading on your old meter before we replaced it with a new one

3.3 Submit meter readings

From the 'Submit meter readings' page (image 5), you have two options:

1. Submit reads by individual account
2. Bulk upload (submit reads for multiple accounts simultaneously)

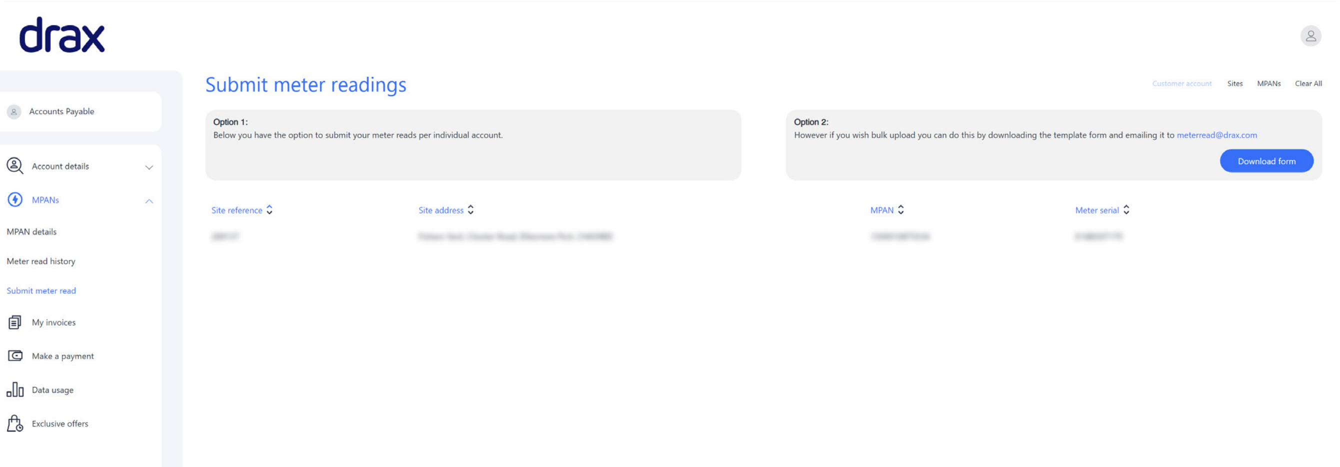


Image 5

Submit reads by individual account

To submit a read by individual account (site):

1. Select the site from the list on-screen.
2. Click/tap on the arrow at the end of the site's row. The row expands to reveal register-specific fields.
3. Enter your readings in the relevant field(s) and 'Submit.'
4. A pop-up calendar will appear. Choose the date of the reading(s).
5. You'll receive a 'Thanks!' pop-up confirmation message.

Note: If you enter a reading that's different to the format we expect to see, the portal may request that you double-check it before submitting. The meter reading you submit must also be higher than the previous read for that meter/register. If it's not, you'll see a pop-up error message.

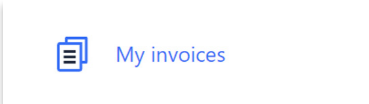
Bulk upload

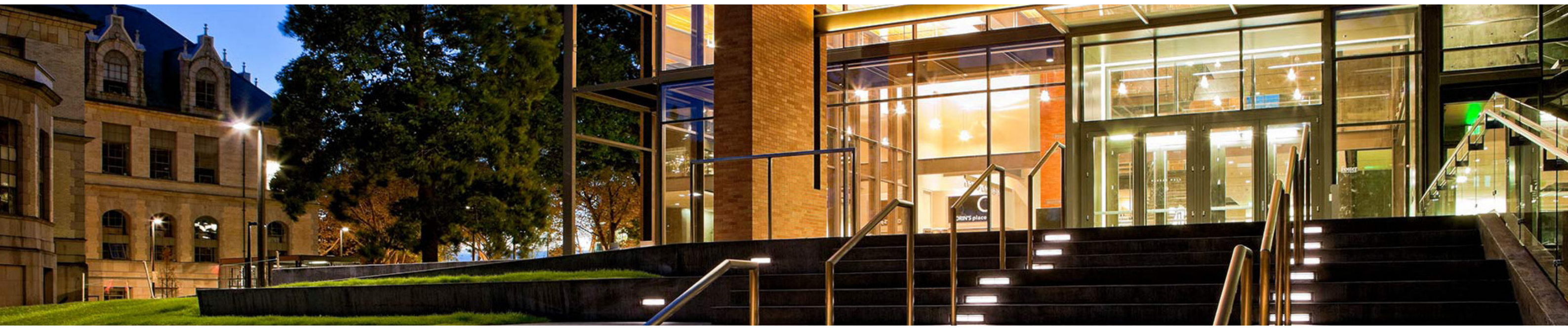
If you want to 'bulk upload,' click the 'Download form' button under 'option 2' then follow the instructions on the form itself and email it to meterread@drax.com.

Note: You can select and change the reference for your sites to help you identify them more easily. Simply click/tap within the relevant box in the 'Customer site reference' column and type your preferred reference.

4. My invoices

This section guides you in using the relevant pages.





The *Invoices* screen (image 6) shows all invoices associated with an account, except for any adhoc invoices issued.

If you have one account, the screen will show all invoices by default. If you have more than one account, you'll first need to select the account you want to view invoices for from the dropdown menu.

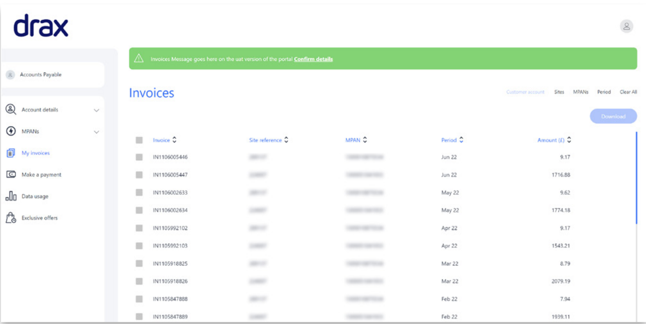


Image 6

To view invoices related to a particular account, click/tap 'Account' and select an account from the dropdown menu.

Sorting

You can change the order in which the portal displays your invoices. Click once on any of the column headers (except 'Account') to show invoices from lowest value to highest value, and click again to reverse the order.

Clicking anywhere on an invoice row will highlight the row. At this point, you'll be able to see a dropdown arrow next to the 'Download' button. Click this to reveal details such as the customer account number and the payment due date (image 7).

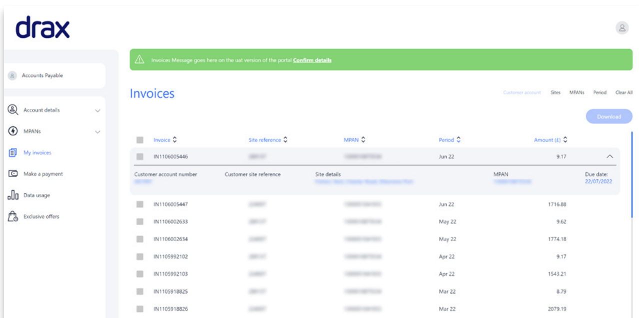


Image 7

Downloading invoices

To download individual invoices, click on the invoice row and then click the 'Download' button.

If you have more than 30 MPANs, you can scroll down to refresh the data. This adds another 30 MPANs to the list. You can continue to repeat this until you can see all the MPANs.

5. Make a payment

The portal will soon be able to process card payments. For the moment, you can either set up a Direct Debit or make a payment by bank transfer.

Direct Debit instruction

To set up a Direct Debit instruction, click the 'Download Direct Debit form' button in the screen's second box. Then follow the on-screen instructions.

Pay by bank transfer

To make a payment by bank transfer, use the 'Account name', 'Account number' and 'Sort code' shown when you arrange the transfer via your bank's interface.

6. Data usage

The *Data* section of the portal lets you view and understand your electricity use across all accounts, by site and across time periods. It also enables you to download data for offline analysis.

Note: Due to the way that we record data:

- If you haven't got smart meters, we may base some readings shown within the *Data* section on estimates
- Monthly data may not align with the dates of your monthly bills

Charts

Across all charts in the portal, you can:

- Select the time for which you want to view data – using 'Dates' above the chart
- See whether the period's data is 'Actual', 'Estimated' or 'Month to date' – using the colour coding
- See a period's consumption – by hovering over the relevant bar in the chart on desktop, or by single-tapping on mobile
- Download the data from the chart shown on screen – using 'Download graph data' above the chart

The 'Dates' field at the top lets you choose between viewing monthly usage data across the last two years, one year, or six months.

Downloading data

You can download (or export) chart data as either an XML file or a CSV file. These files will contain labelled column headers and will save in your device's 'Downloads' folder.

Downloading chart data

To download the data relevant to the chart you're currently viewing on-screen, select 'Download chart data' above the chart. You'll then be able to choose your preferred file download format.

7. Exclusive offers (where applicable)

Drax can occasionally offer you discounts on products and services from some of our preferred partners. This section of the portal, if applicable to your contract, shows those offers by partner.

You can filter the offer types by clicking on 'Category' and selecting an option from the dropdown (desktop/laptop) or by selecting and tapping 'Apply' (mobile/tablet).

Click/tap on an offer to reveal the details and see the option to 'View' the offer on the partner's website.

8. User profile

On desktop/laptop, click on the user profile (head and shoulders) icon in the top-right corner of the screen to 'Change password' or 'Sign out' (image 13).

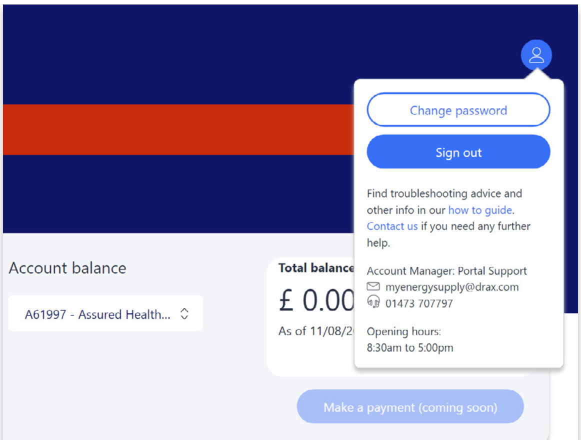


Image 13

Clicking on the icon also provides links to this user guide and to 'Contact us' for further help, as well as your Account Manager's contact details.

You'll find these options at the bottom of the main navigation menu if you're accessing the portal on a mobile or tablet.

Change password

The 'Change password' button takes you to a screen where you'll need to enter your email address, your current password, and your new password. Your password must contain at least:

- One uppercase letter
- One lowercase letter
- One number
- One symbol
- 12 characters

Enter and confirm your new password, tick the box below to agree to the terms and conditions, and click/tap the 'Submit' button.

You'll see a 'Success!' message to confirm we've changed your password, and a link to log in (using your new password).

FAQs

Below you'll find answers to some of the most frequently asked questions about *My Energy Supply*.

If you have other queries, speak to your primary contact (usually your Account Manager). You can find your contact's name and contact details in the portal's 'User profile' section.

Q. Do I have to submit meter reads one at a time?

A. No. You can use our 'bulk upload' form. Select *Meter reads* from the left-hand navigation menu and Submit meter readings from the dropdown that appears. From the 'Submit meter readings' page, select 'Download form' in option 2's box. Follow the instructions on the form itself and email it to meterread@drax.com.

Q. How often should I change my password?

A. We'll prompt you to change your password every 12 months for security purposes, but feel free to change it more often.

Q. We're shutting several small premises and moving to one larger one. How do I change the address details?

A. Access the 'Moving premises' form either via the 'Move premises' button on the home page, or under the *Account details* dropdown menu on the left-hand side of the screen. Tick the boxes on the left of the relevant sites' rows and click the 'Update details' arrow on the bottom right of the screen.

When entering the 'New forwarding address' for future correspondence for the first site, tick the box underneath the field to 'Save for all sites'. This means you won't have to re-enter the same new address for each relevant site.

Q. How long does my password have to be?

A. Your password must be a minimum of 12 characters long. It also needs to contain:

- One uppercase letter
- One lowercase letter
- One number
- One symbol

Q. Should I sign out every time I've finished using the portal, or can I just shut the browser tab?

For security purposes and to protect your data, log out after using the portal. The portal will prompt you if your session has been inactive for 30 minutes. It will log you out automatically unless you choose to stay logged in.

Q. What does the circle icon next to the dropdown arrow on my selected site mean?

A. A circle with a diagonal line through it indicates that Drax has stopped supplying the site. A circle with an exclamation mark inside indicates that the contract has expired.

Q. Can I use the portal to set up a Direct Debit?

A. You can download the Direct Debit form from the portal. Under *Invoices & Payments*, choose an account in step 1 and then 'Download Direct Debit form' in step 2. Follow the instructions on-screen and on the form then send the completed form to your Account Manager.

You can find your Account Manager's name and contact details in the 'User profile' section. To find it, select the head and shoulders icon in the top-right corner of the screen.

Q. I want to pay only part of the balance on an account. Can I do that via the portal?

A. Not currently. To make part-payments, contact your Account Manager or visit energy.drax.com/contact-us/ and select 'Pay your bill' under 'Bill payments'.

Q. Who should I contact if I still need help?

A. Select the 'User profile' (head and shoulders) icon in the top-right corner of the screen. Click/tap on the 'Contact us' link in the dropdown information box to head to our website's contact page and submit your query. Alternatively, contact your Account Manager (if you have one) using the details in the same dropdown box.

If you have any questions, please email us at:

myenergysupply@drax.com