



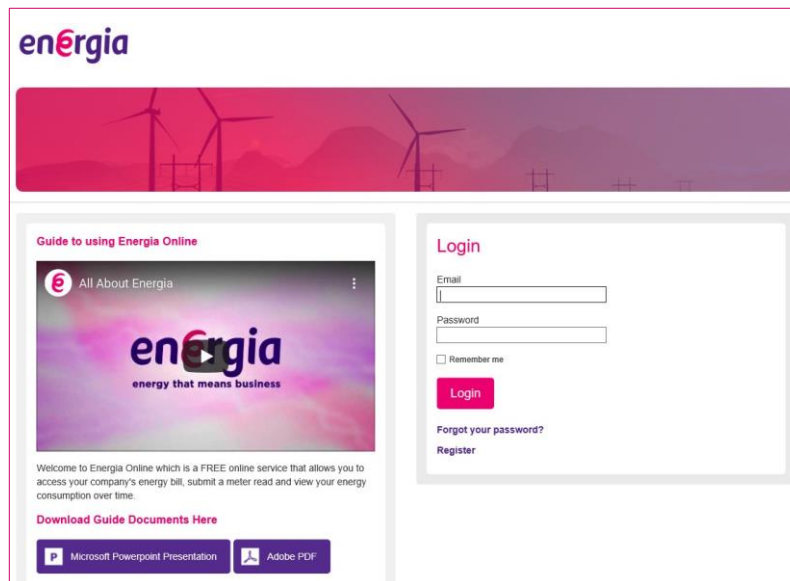
Energia Online User Guide

enÉrgia

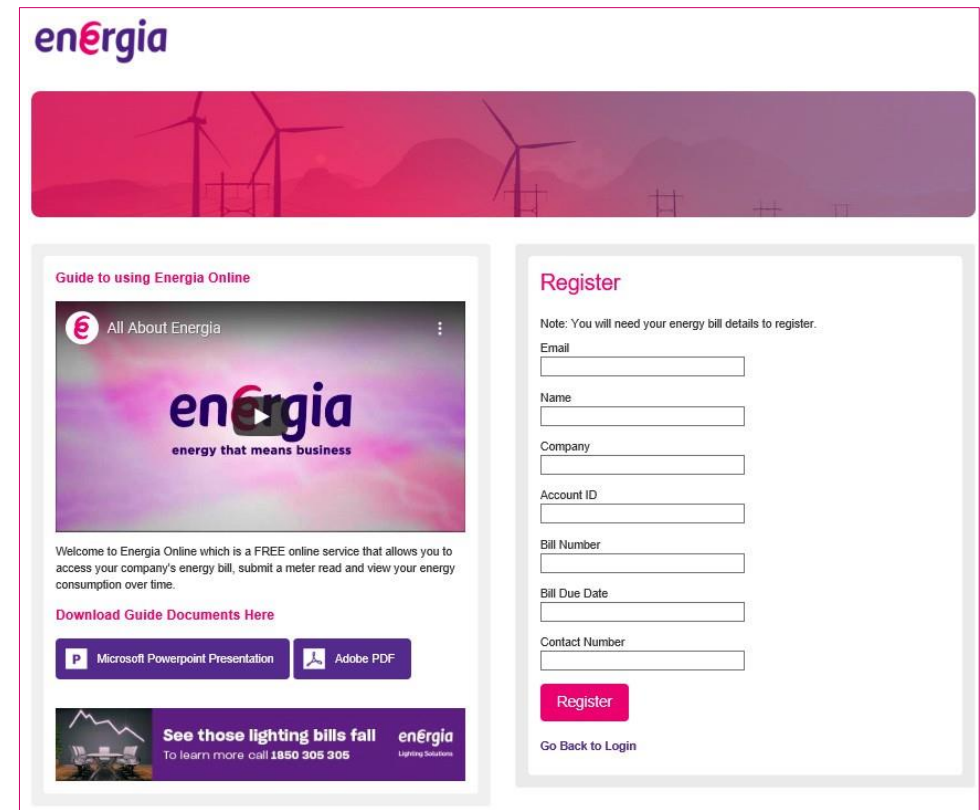
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It is possible to register for access to Energia Online via the Energia homepage or type <https://www.energia-online.co.uk/Login> into your address bar.



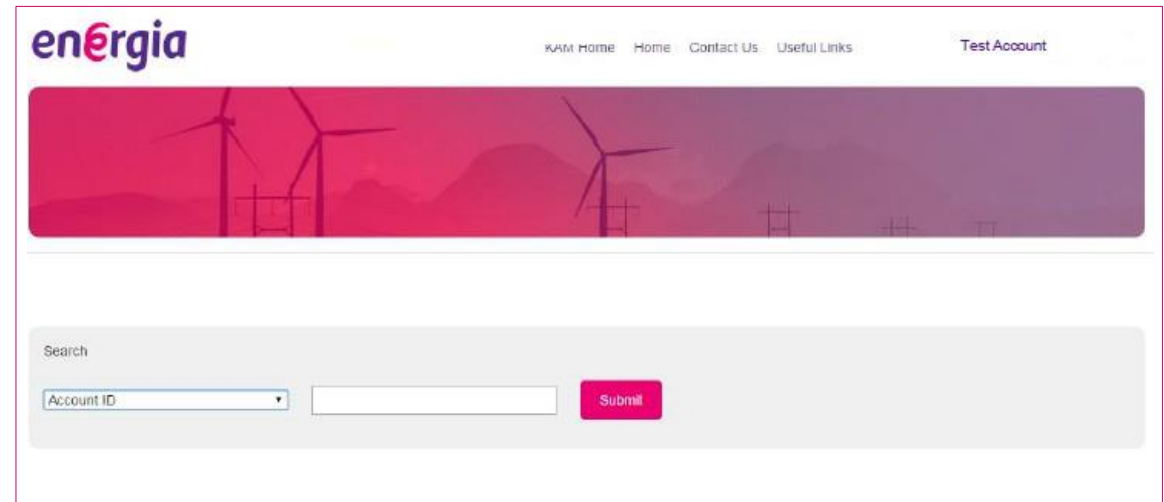
The screenshot shows the Energia Online homepage. At the top is the 'enērgia' logo. Below it is a banner image of wind turbines. The main content area is divided into two columns. The left column contains a 'Guide to using Energia Online' section with a video player and a 'Download Guide Documents Here' section with links for 'Microsoft Powerpoint Presentation' and 'Adobe PDF'. The right column contains a 'Login' section with fields for 'Email' and 'Password', a 'Remember me' checkbox, a 'Login' button, and links for 'Forgot your password?' and 'Register'.



The screenshot shows the Energia Online registration form. At the top is the 'enērgia' logo. Below it is a banner image of wind turbines. The main content area is divided into two columns. The left column contains a 'Guide to using Energia Online' section with a video player and a 'Download Guide Documents Here' section with links for 'Microsoft Powerpoint Presentation' and 'Adobe PDF'. The right column contains a 'Register' section with a note: 'Note: You will need your energy bill details to register.' Below the note are input fields for 'Email', 'Name', 'Company', 'Account ID', 'Bill Number', 'Bill Due Date', and 'Contact Number'. At the bottom of the 'Register' section is a 'Register' button and a 'Go Back to Login' link.

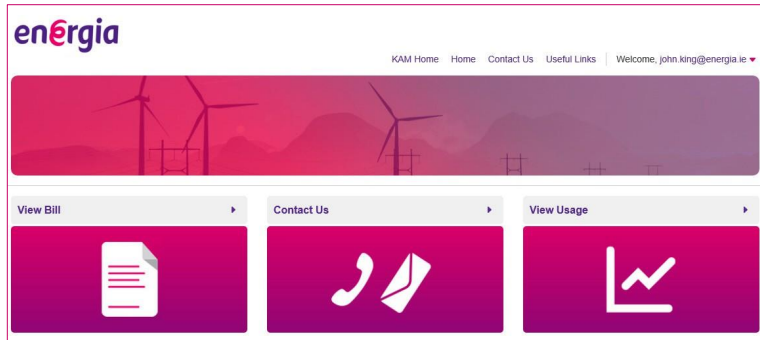
- ▶ Complete the relevant fields for registration;
Email, Name, Account ID, Bill Number, Bill Due Date, Contact Number.

Once all fields are filled in select '**Register**'. This will send your information to Energia and you will receive an e-mail with your temporary password.



- ▶ Login using your email address and the temporary password, which you will have received after registering.

- ▶ Once you have logged in you are required to enter in a search term, you can search by:
 - Account ID.
 - MPRN.



- ▶ Once you have logged in initially it is possible to change your password; this can be done by selecting the arrow beside your e-mail address on the top right of the screen, and selecting '**Change Password**' from the dropdown menu.

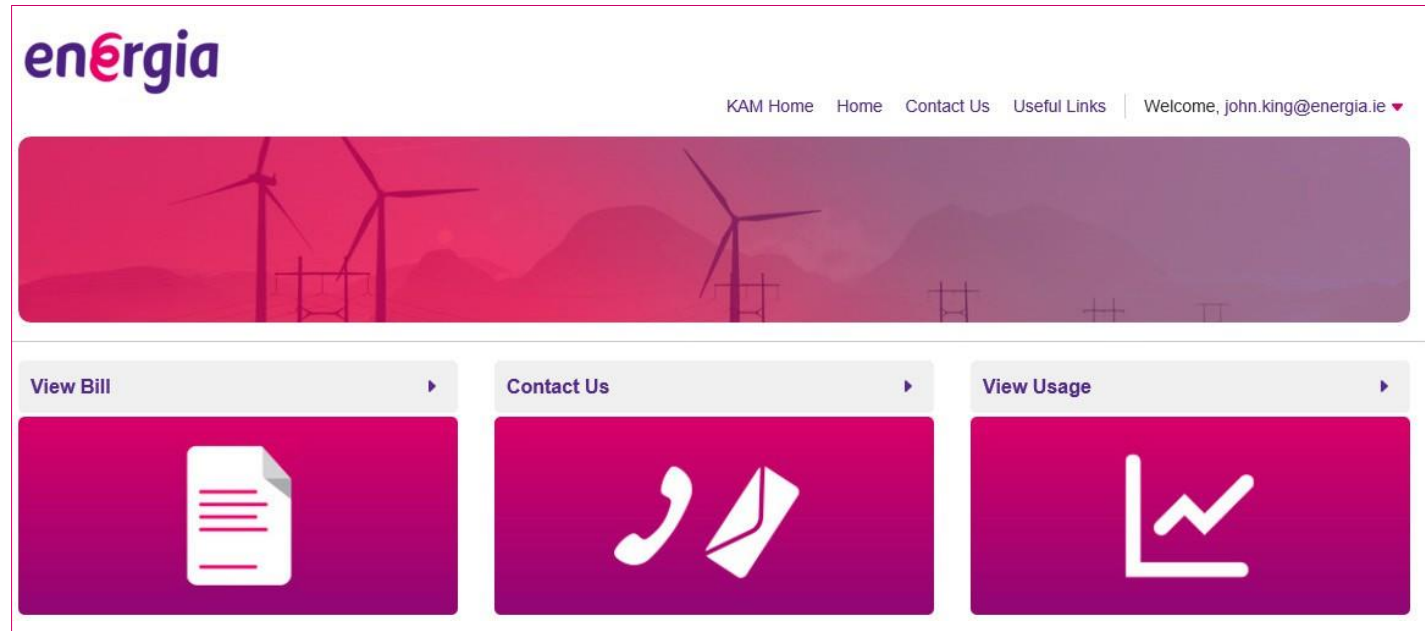
A screenshot of the en^érgia password change form. The header is identical to the previous screenshot. Below the banner are three buttons: 'View Bill', 'Meter Readings', and 'Go To Premium'. Below these buttons is a text prompt: 'Passwords must be between 8-10 characters and should be a mixture of numbers and letters including at least one capital letter.' Below the prompt are three input fields: 'Temporary Password', 'New Password', and 'Confirm New Password'. To the right of the 'Confirm New Password' field is a red 'Submit' button.

- ▶ You will be prompted to enter your old password and then your new password twice, you can then use your newly created password to login in the future.

Energia Plus


If you are an Energia Plus customer you will have the following options available on the homepage;

- View Bill.
- Meter Readings.
- View Usage.




▶ Selecting “**View Bill**” will provide an overview of all bills for your account; you can also download your bills in Excel or PDF formats.

Clicking the “**Filter**” button allows you to view bills by date range and it stores bills up to 3 years provided you were an Energia customer for that time.



[KAM Home](#)
[Home](#)
[Contact Us](#)
[Useful Links](#)
Welcome, john.king@energia.ie ▼



View Bill

Meter Readings

Go To Premium

Please enter relevant MPRN/GPRN in the View MPRN/GPRN field and a filter list will appear. If you only know part of the MPRN/GPRN you can perform a Quick Search by using the * symbol before and after the digits entered. This will list all of the MPRN/GPRN available prior to the number entered. Click on an MPRN/GPRN to submit a meter read.

View MPRN/GPRN

View

Submit

Select number of records per page: 20 ▼

Meter Reads

Latest Meter Read

MPRN/GPRN	Meter number	Site Address	Read type	TOU	Start read date	End read date	Start read	End read	Consumption
10000019452	66387221	DEPTOWN STATION DEPTOWN ROAD, DEPTOWN, CO. DUBLIN	Estimate	Rol - MD Normal	31/10/2019	30/11/2019	2.502	0	0
10000019452	66387221	DEPTOWN STATION DEPTOWN ROAD, DEPTOWN, CO. DUBLIN	Estimate	Rol - Cumulative MD Normal	31/10/2019	30/11/2019	389.105	0	0
10000019452	Z00006537	DEPTOWN STATION DEPTOWN ROAD, DEPTOWN, CO. DUBLIN	Estimate	Rol - kVArh (Wattless)	31/10/2019	30/11/2019	27835	27835	0

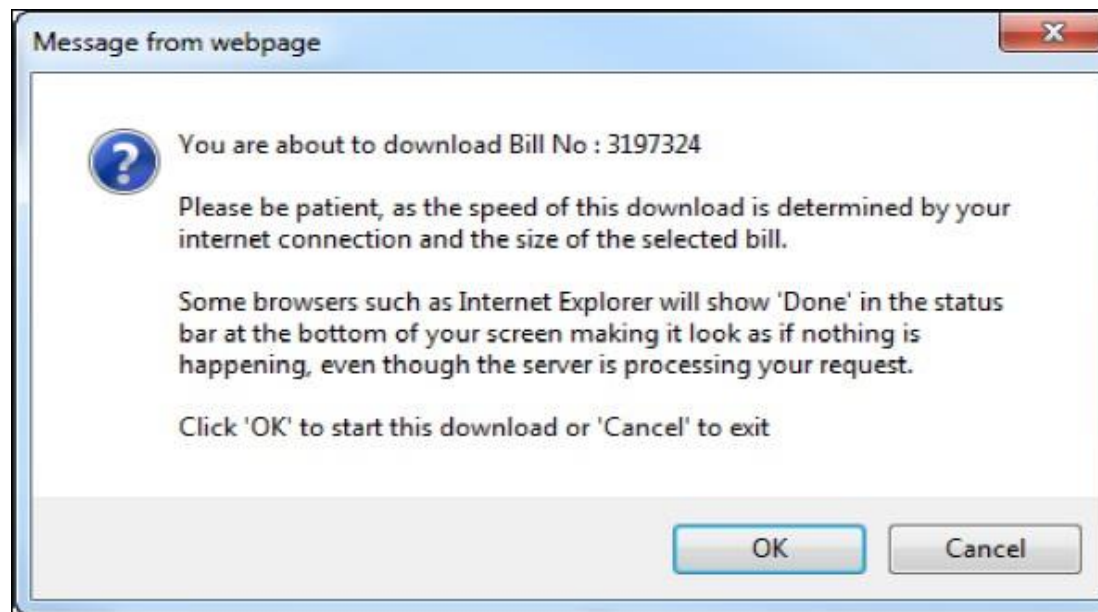
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Export

Export All

An alert box will be displayed if you choose to download either the PDF or Excel format.



- ▶ Selecting “OK” will automatically download the bill.

This will display your Account ID, Account Name, MPRN/GPRN, Site Address, Payment Amount, Payment Date and Payment Source.

[illegible]

Meter Readings will enable you to view and submit Meter Reads for a particular MPRN/GPRN.

- ▶ Click/Double click on the box and this will display all the MPRNs/GPRNs associated with that account. Select the relevant one and click **View** to see what types of meter readings have been submitted and when or **Submit** to submit a new reading.

The screenshot shows the 'energía' website's 'Meter Readings' section. At the top, there's a navigation bar with links: 'KAM Home', 'Home', 'Contact Us', 'Useful Links', and a user greeting 'Welcome, john.king@energia.ie'. Below this is a large banner image featuring wind turbines. A row of three buttons is present: 'View Bill' (blue), 'Meter Readings' (dark blue, currently selected), and 'Go To Premium' (blue). The main content area contains a text box with instructions: 'Please enter relevant MPRN/GPRN in the View MPRN/GPRN field and a filter list will appear. If you only know part of the MPRN/GPRN you can perform a Quick Search by using the * symbol before and after the digits entered. This will list all of the MPRN/GPRN available prior to the number entered. Click on an MPRN/GPRN to submit a meter read.' Below the text is a 'View MPRN/GPRN' label, a text input field, and two buttons: 'View' and 'Submit'. On the right side, there's a dropdown menu labeled 'Select number of records per page:' with '20' selected. Below this are two tabs: 'Meter Reads' and 'Latest Meter Read'. At the bottom, there are two buttons: 'Export' and 'Export All'.

- ▶ To view all Meter Reads, enter your MPRN/GPRN. this will provide you with an overview of the Meter Read information.

[KAM Home](#) [Home](#) [Contact Us](#) [Useful Links](#) | Welcome, john.king@energia.ie ▼

[View Bill](#) [Meter Readings](#) [Go To Premium](#)

Please enter relevant MPRN/GPRN in the View MPRN/GPRN field and a filter list will appear. If you only know part of the MPRN/GPRN you can perform a Quick Search by using the * symbol before and after the digits entered. This will list all of the MPRN/GPRN available prior to the number entered. Click on an MPRN/GPRN to submit a meter read.

View MPRN/GPRN

[View](#) [Submit](#)

Select number of records per page: 20 ▼

Meter Reads

Latest Meter Read

MPRN/GPRN	Meter number	Site Address	Read type	TOU	Start read date	End read date	Start read	End read	Consumption
10000019452	66387221	10000019452	Regular	Rol - MD Normal	30/09/2019	31/10/2019	0	2.502	150.12
10000019452	66387221	10000019452	Regular	Rol - Cumulative MD Normal	30/09/2019	31/10/2019	0	389.105	23346.30
10000019452	Z00006537	10000019452	Regular	Rol - kVArh (Wattless)	30/09/2019	31/10/2019	27735	27835	6000

- [illegible]

View Usage will enable you to display consumption between a date range on screen or export to CSV.

The consumption will be displayed on screen showing a monthly basis and include the Rates Schedule, Day Units and Total Units.

en^érgia

Home Contact Us Useful Links Welcome, Test Account

View Bill Meter Readings View Usage

Simply enter in the date range and you can view the details on screen or export to CSV.

Consumption Start Month: Jul 2014 Consumption End Month (current date): Aug 2014

☒ Display on Screen ☐ Export to CSV

Display

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Home Contact Us Useful Links Welcome, Test Account

View Bill Meter Readings View Usage

Simply enter in the date range and you can view the details on screen or export to CSV.

Consumption Start Month: Jul 2014 Consumption End Month (current date): Aug 2014

☒ Display on Screen ☐ Export to CSV

Display

Account	Account Name	Site Address	MPN or OPIN	Consumption Month	Rates Schedule	Day Units	Total Units
TEST ACCOUNT				AUG-2014	GP	8.80	6.65
				JUL-2014	GP	8.80	6.65

- ▶ To display the usage on screen, you must enter the Consumption Start Month, Consumption End Month, select '**Display on Screen**' and select '**Display**'.

- ▶ To export the usage, you must enter the Consumption Start Month, Consumption End Month, select 'Export to CSV' and click Export.

- ▶ To export the usage, you must enter the Consumption Start Month, Consumption End Month, select 'Export to CSV' and click Export.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Account	Account Name	Site Address	MPRN_or_GPRN	Consumption Month	Rates Schedule	Day Units	Total Units							
2	TEST ACCOUNT				Aug-14	GP	0	0							
3	TEST ACCOUNT				Jul-14	GP	0	0							
4															
5															

1. APPARENT POWER KVAH:	Product of the voltage (volts) and current (amperes) in a circuit and is measured in kilavolt amperes (kVA)
2. AUP:	Average Unit Price.
3. Capacity Charge:	A charge based upon the electric capacity (or demand in kW) used during the customer's highest 15-minute demand (kW)
4. Cost Centre Code:	Codes provided by the customer for accounting purposes
5. Estimate Read:	Estimated read created are based on your average usage over the past 12 months
6. First Rate:	The rate applying to the first 4000 units you use in each billing period - generally applies to GP/GPNS accounts only.
7. GMPRN:	Group Meter Point Reference Number is a group reference number over a number of MPRNs in the Unmetered Market only.
8. GPRN:	Gas Point Reference Number. Number allocated to the site for the meter.
9. HH:	Half Hour. Usually used in the context of Half Hourly Data, i.e. half hourly consumption figures. Only applicable to Half Hourly Meters.
10. Line Items Rates:	Each line on your bill (e.g. day rate, night rate, standing charge) is a bill-line item. The rate for each of these items is a Line Item Rate.
11. Load Factor:	% of load capacity month by month.
12. LVMD:	Low Voltage Maximum Demand.
13. Max Demand:	Maximum demand (often referred to as MD) is the largest current normally carried by circuits, switches and protective devices
14. MPRN:	Meter Point Reference Number. Number allocated to the site for the meter.
15. Next Rate:	The rate applied to all units used over and above the first 4000 for a billing period. Generally applies to GP/GPNS accounts only.
16. Night Rate:	The rate applied to units used during the night, between 11pm and 8am.
17. Peak Units:	Units used during peak demand times for your site.
18. Power Factor:	Power factor is expressed as an integer which is normally less than one. Power factor is calculated by dividing true power (meter or billed consumption) by apparent power.
19. Power Factor Threshold:	Point at which if you go over your pre-agreed threshold you will be charged additional network charges.
20. PSO Levy:	Public Service Obligation levy. A government levied charge passed on by suppliers to customers.
21. Reactive Power kVAh:	Term used to describe the loss of power in an electrical system arising from the production of electric and magnetic fields and is expressed as kVAh.
22. Regular Read:	Also called Actual Read. A read taken by a networks meter reader.
23. Service Capacity Charge:	Charge for amount of maximum import capacity.
24. Standing Charge:	Networks charges for connection to the grid/network.
25. True Power kWh:	Describes meter or billed unit consumption and is measured in kWh (kilowatt hours)
26. Unmetered:	Electricity supply to a point without a meter. Generally refers to public lighting.

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