SSE BUSINESS
ENERGY CENTRE

Detailed user
instructions

For a better
world of energy

CONTENTS

REGISTER FOR AN ONLINE ACCOUNT

To register for an online account on the SSE Business Energy Centre website please go to the sign-up page: https://ssebusiness.co.uk/signup.

- Select user type as “Business Customer” and fill out the remaining part of the form.
- Once registered you’ll receive a verification email within a couple of minutes.
- It may appear that the email contains an empty green box; please click in this box as it contains a link, to verify your account.
- You’ll receive a message confirming your email address has been verified and you will be able to log in using your email address and password created during registration.

If you have any problems with registration, please get in touch with us at sse.business@sse.com.

PASSWORD UPDATE – FROM WITHIN USER LOGIN

Your password can be updated from within the online account. This password change will not require you to answer the security question.
To update your password after you’ve logged into your online accounts please follow the steps below:

- Click on the settings icon in the top right corner of the page (right next to the logout button).
- Select the Change Password option.
- Enter your current password into the “Old Password” field.
- Enter your newly created password into the “New Password” field.
- Re-enter your newly created password into the “Confirm New Password” field.
  Please note: your password must comply with all the following:
  1. Be at least eight digits long
  2. Contain at least one upper case letter
  3. Contain at least one lower case letter
  4. Contain at least one number

PERSONAL DETAILS UPDATE

To update any personal information within the online portal, such as the first name, last name or company name, please follow the steps below:

- Click on the Settings icon in the top right corner of the page (right next to the logout button).
- Select Manage Profile option.
- Make the necessary changes in the new page.
- Click on Save & Close on the top left.

REQUEST ACCESS TO AN ACCOUNT

To request access to an account online please follow the steps below:

- Go to My Customer Accounts tab.
- Click on the Add New Customer button on the top left of the page.
- Enter either Customer Account Number or Meter Point Number without any spaces.
- Click on Request.

The account will show in My Customer Accounts screen with the status: Awaiting Approval. One of our team will endeavour to review your request and approve the account within 48 hours.

Please note: We may contact you to complete Data Protection before the account is approved.

Customer Account number:
You can find this 10-digit account number on the top right-hand corner of your statement.
Meter Point number:
You can find your Electricity Meter Point Number (MPAN) on the bottom left-hand side of the invoice page of your bill. It's 13 digits long and next to a large letter "S".
You can also find your Gas Meter Point Number (MPRN) on the invoice page, in the box labelled "Meter Point Reference".

REMOVE ACCOUNT FROM ONLINE PORTAL

To remove an account from the online portal please go to the My Customer Accounts screen.

- Use filters if necessary, to find the relevant account. You can search by either Account number, MPAN/MPRN number or Customer Name if applicable.
- When you see the account you wish to remove please click on the dustbin icon under the Options.
- When a pop-up comes up, click to confirm and the account will be removed.

Please do not remove accounts from the view to delete duplicate records. We're working to resolve a system fault and remove the duplicate records. If you remove one of the duplicate records, you'll remove all of them, and lose access to that specific account.
You can always re-request access to an account if you remove one by accident by clicking on the "Add New Customer" button on the top left.

STATUS OF ACCOUNT IN MY CUSTOMER ACCOUNTS SCREEN EXPLANATION

There are three different account statuses you may see on the My Customer Accounts page:

1. Approved – this means you have full access to the account and can view bills and run reports.
2. Awaiting approval – it's awaiting the SSE Website Support Team to review.
3. Rejected – the SSE Website Support Team will temporarily set an account to Rejected status while awaiting reply to a Data Protection email.

GROUP ACCOUNTS – CREATE A GROUP

To create a group of accounts online please follow the below steps:

- Go to My Customer Accounts page.
- Click on Groups in the top left corner.
- In the new window click on Create Group.
- Create a name for your group, for example “Southern Region”.
- Click on Save.
- Once saved, two new buttons will appear: Assign Customer Accounts and Close. Click on Assign Customer Accounts.
- In the new window you’ll be able to search for company names, account numbers or MPANs/MPRNs in order to tick boxes to add accounts into the group.
  Please note: only accounts of Approved status can be added to a group.
- When all appropriate accounts are selected click on Close then Save & Close.

Your group will show in the screen and when you wish to run a report based on the accounts in a group only, you’ll be able to select this group from the drop-down menu in the Groups filter on the My Customer Accounts screen.

BILL NOTIFICATION SET UP

To set up a Bill Notification please follow the steps below:

- Go to My Customer Accounts page.
- If needed use filters to find the relevant account. You can search by either Account Number, MPAN/MPRN number or Customer Name if applicable.
- Click on the envelope icon under the options next to the account number you wish to receive notifications for.
- To double check the notification has been enabled, scroll to the right, and you’ll see a column named Bill Notification. If you see a green tick, this means you’ll receive a notification email when a new bill is ready to view online. If you see a red cross, this means the bill notification is not switched on for this account.

VIEW BILL ONLINE

To view your bills online please follow the below steps:

- Go to My Bills page.
- Do not enter anything into the fields on the page; if anything is already there, click on Clear Filters on top left.
- Click on Find Bills on the top left of the page.
- The Date range is pre-set to the past 30 days – you can change this using the date picker. Please make sure you select the full date (YYYY/MM/DD) otherwise you may find the date does not change.
- You'll have an option to:
  - Select individual accounts from the list of all accounts. If you have access to many accounts you can start typing the account number into the Customer Account Number search box and the list of accounts will narrow down. To find another account please clear the search and conduct a new search.
  - Select all accounts by clicking on the Select All button. If you have more than 50 accounts in the list only 50 accounts will be selected.
  - Select accounts from a pre-existing group. The group drop-down menu will only contain entries if you have previously set up a group of accounts via the My Customer Accounts tab.
- Please select at least one account by clicking into the box next to the account number so it will turn blue with a white tick inside.
- After you've selected all accounts you wish to view bills for, click on the Find Bills button.
- On the new page a list of bills will show.
  Please note: If no results come up, click on Clear Filters in top left corner, and if there are still no results this means no bills have been produced for the selected account(s) during the selected search period.
- To download a bill, click on the down arrow next to the bill you wish to view.

RUN BILLING REPORT

To run a billing report please follow the steps outlined below:

- Go to My Customer Accounts page.
- Apply necessary filters to narrow down the list of accounts to the ones you wish to run a report on (for example, you can choose a specific fuel type, a specific customer name or a specific group if you have created one beforehand)
  Please note: To proceed successfully at least one account must show as Approved in the Status column on the My Customer Accounts page.
- Click on Bill Report on top right side.
- In the new window choose your report dates.
- Select a report type, either Bill Summary, Multi Line or Single Line (if you choose Multi Line or Single Line you will also need to choose the energy type).
- Click on Download Report.

Your report will be delivered to you via email as soon as it is ready.

METER READING SUBMISSION

To submit a meter reading from your online account please follow the below steps:

- Go to Meter Readings page.
- Click on the Select Site… drop-down menu and a list of available sites to submit meter readings for will appear.
  Please note: this list will only contain accounts with "Approved" online status – you can check the status via the My Customer Accounts page.
- Select the appropriate account – the drop-down menu contains customer name, account number and partial address.
- Once you've selected the site your Meter Point Number will appear on the page, underneath which you will see three small boxes titled: Register Identifier, Register Value and Date of Reading.
- Register identifier – if you have a meter with only one reading please select Rate1 or Total or Unrestricted. If you have multiple readings on your meter please use any option that will apply, for example Day and Night or Low and Normal combination. To add a second reading for the same meter please click on the Add Register + button.
- Register Value – this is your meter reading. Please enter the full reading including the 0s at the front.
- Date of Reading – please update as necessary based on when the meter reading was taken.
- The Additional Information area is optional and can remain blank.
- Click on Submit Meter Readings on the top left of the page.

If you're on the My Customer Accounts page you can click on the round meter icon under the Options next to the account that you wish to submit a reading for. This will let you skip the first three steps of the above description.
Once we receive your meter reading it will be passed over to relevant department for processing. Please be aware we may get in touch with you for more information.

FILTER/SEARCH FOR DETAILS ONLINE

To help users find the required details faster, filters/search boxes have been introduced to the user pages. Each box will allow you to complete a search from specific data set; for example, one box will let you search for MPAN/MPRN Number and another one will let you search for Customer Name. Each box is accordingly named to ensure the correct value is entered into the correct box.

Some search boxes have a list of values set up as a drop-down menu to choose from, acting like filters. This drop-down menu contains all possible choices; for example, the Status drop-down menu on the My Customer Accounts page will only have a choice of Approved, Awaiting Approval, Disabled or Rejected.

Please note: if you're searching for a Customer Account Number where the account number starts with 0s, please do not enter the 0s at the front of the number. If you start the number with 0 the search will come back with 0 results.

CREATE AND DELETE CUSTOMISED TABS

Within the SSE Business Energy portal, you can customise your views. The best way to do so is by creating various tabs within individual screens where you can apply different filters that will help you with your daily work. For example, you can create a tab in the My Customer Accounts screen which will only contain accounts that are awaiting approval or belong to sites in a specific geographical area.

To create a tab from within either My Customer Accounts or My Tenders screen, follow the below steps:

- Go to the screen where you wish to create a new tab (My Customer Accounts or My Tenders).
- Click on the + sign right next to Search in the top left corner.
- In the pop-up create a name for your new tab, for example "Awaiting Approval" or "Southern Region".
- Click on Create.
- You'll see the new tab name right next to Search on the top left and you will be able to click between the two tabs.
- Within the newly created tab, apply the necessary filters – for example, if your tab is created to view items that are awaiting approval, click on Status and select Awaiting Approval from the drop-down menu, or if you want to filter for entries which are part of a previously created group, select the correct group name from the Group filter. The filters are saved automatically; if you move to another page and come back to your tab these changes will be available until you change them again manually.

If you no longer require a previously created tab, you can delete it. To do so:

- Click into the tab you wish to delete.
- Click on the Setting button in the top right corner.
- Select Delete Tab from the drop-down menu.
- In the Confirm Deletion pop-up, click on Delete.
- Once a tab is deleted it cannot be restored but you can easily create a new one.