Manage My Account (MMA)

User Guide

March 2026

Contents

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What can you do with the portal?

Explore everything that our **Manage My Account (MMA)** platform has to offer with this easy-to-follow guide. Our user-friendly platform lets you view and pay invoices, submit meter readings, run energy reports, and manage your accounts — all in one place. Sign up or log in today to take control of your business energy.

Invoice & payments	Meter reads / Bulk meter reads	Invoice reports / Half-hourly data	Energy accounts & contracts	Letter of Authority (LOA)
View / download invoices	View meter types (standard, smart, AMR or half-hourly)	Select report type (Invoice Summary, Consumption, or Full Detail)	View account summary and their status	Add a new client and LOA
View / download transaction history	Check your last two meter readings	Filter by account type or date range	Download a summary of your account	View a list of all LOAs and their expiry date
Make a card payment	Submit single / bulk meter reads	View / download report	View contract details	Download a copy of the LOA
Check account balance		Access half-hourly consumption data	Add invoice alerts	Submit a new LOA
			Do renewals (for SMEs only)	
			Add additional customer number	

The **Letter of Authority (LOA)** feature is for Vendors (TPIs and Managing Agents) only. A separate guide is available for this.

Your dashboard

Your dashboard

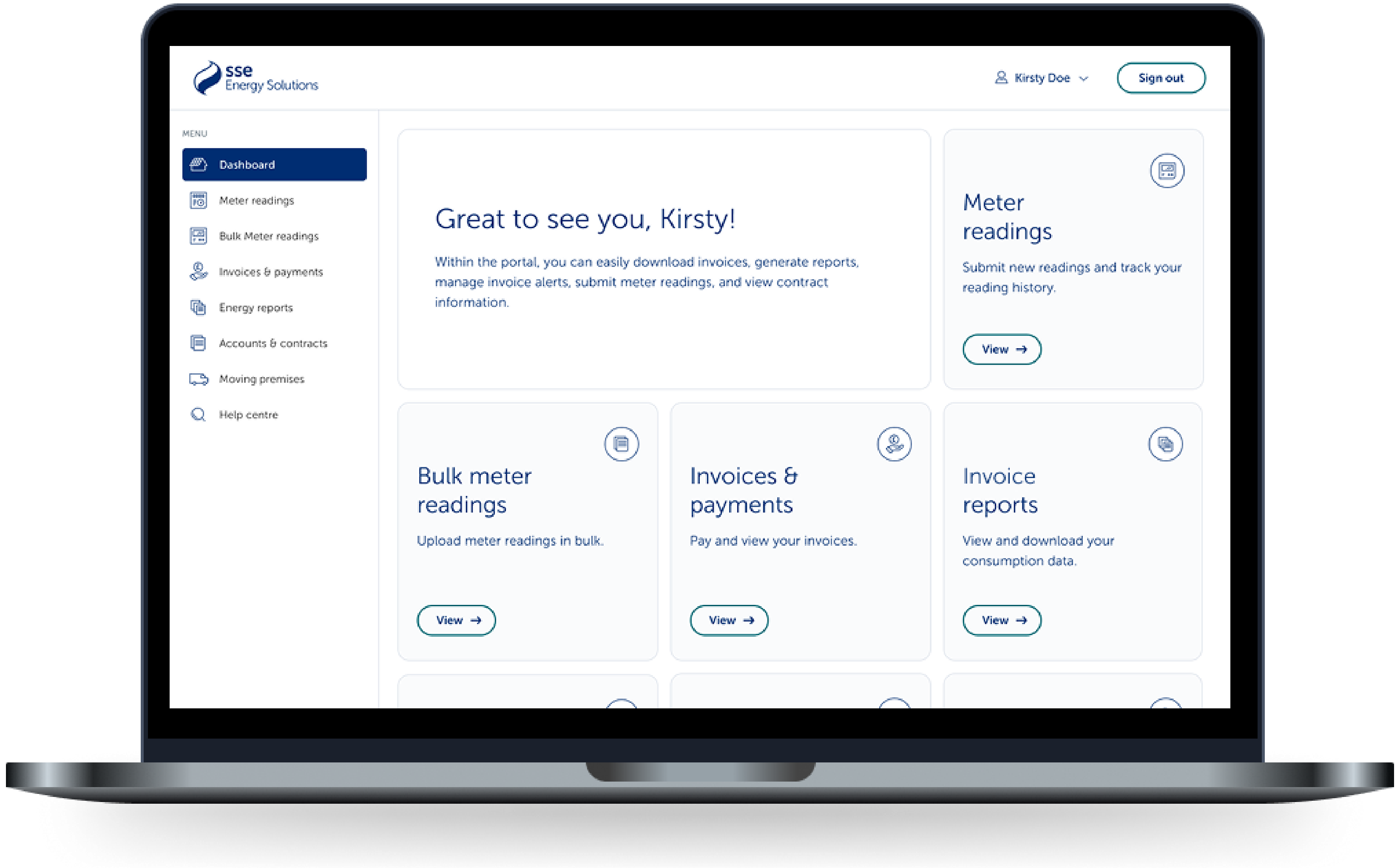
Welcome to your homepage

Once you sign in, you'll land on your dashboard. This is your starting point for everything you can do in the portal.

(You can register or sign in via: https://my.sseenergysolutions.co.uk/)

From here you can:

- View and download invoices
- Make payments
- Submit meter readings
- View and download invoice reports
- Manage your energy accounts and contracts
- Renew contracts – for SMEs only
- Access half-hourly consumption data
- Manage Letter of Authority (LOA) – for TPIs only



Invoices and payments

Invoices and payments

Overview

In this section, you can:

- **View and download invoices** – access invoices and credit notes for active accounts
- **Understand your invoice** – see what each section of your bill means
- **Check your balance & account status** – quickly see if an account is in credit, debit, active, or inactive
- **View & download transaction history** – keep track of all payments made
- **Make payments** – conveniently pay full or part payments using your card

Please note – **Once an inactive account has a zero or credit balance**, you'll no longer be able to make a card payment.

Invoices and payments

Finding accounts and invoices

1 How to find a particular account

To find an account, click **Select accounts**. This will open the filter accounts screen where you can:

- **Filter by fuel type** – Electric, Gas, or Both
- **Search by details** – Enter Customer Name, Address, Postcode, Invoice Structure Identifier (IST), or MPAN/MPRN.
- **Sort by customer name** – from A-Z or Z-A

> **Note** – Your filtered selections will stay saved as you move within the Invoice and payments, Meter reads, Bulk meter reads pages.

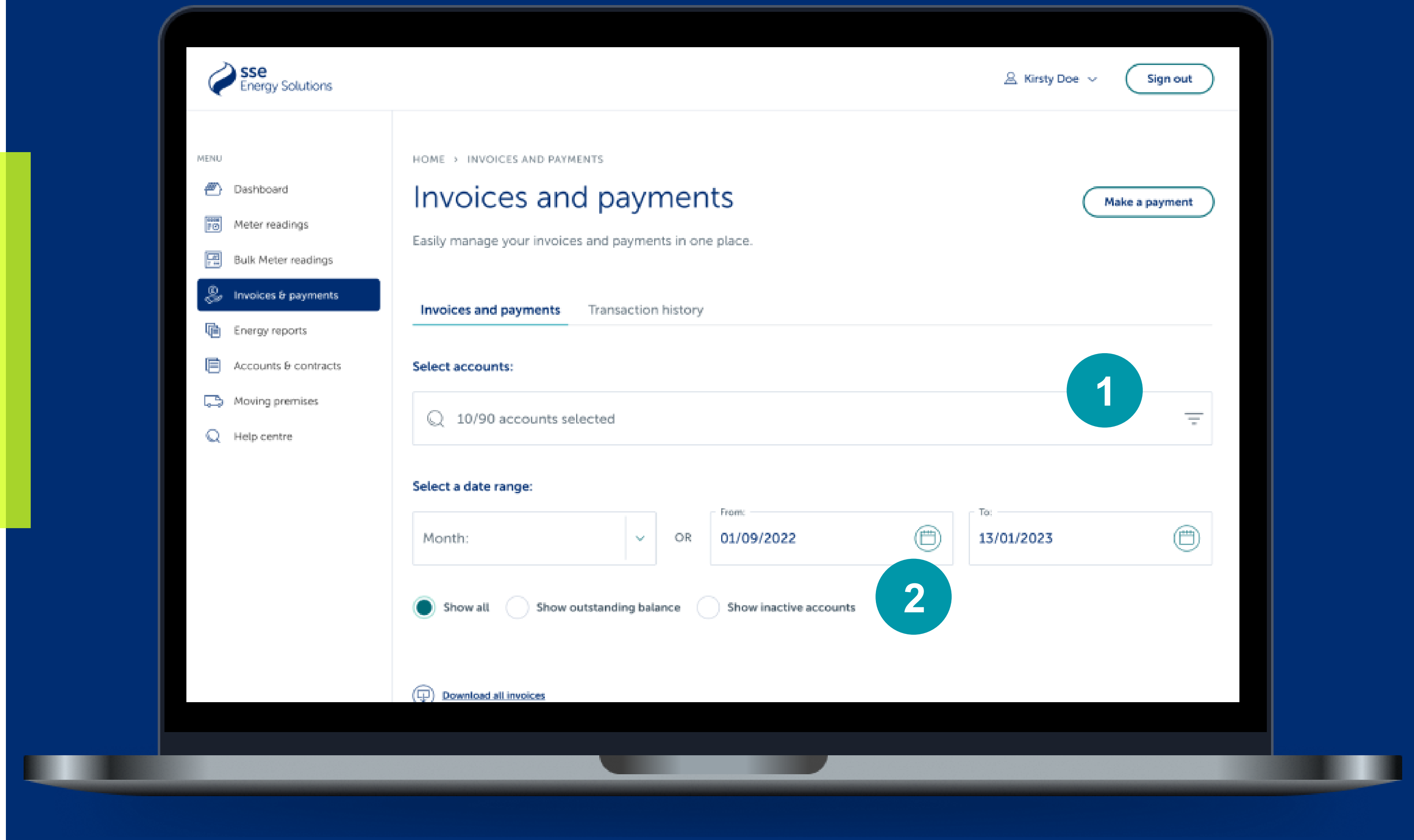
2 How to find a particular invoice for a selected account

To find a specific invoice, you can filter the results by:

- Selecting the month the invoice was produced.
- Specifying the date range (Limited to the last 18 months).
- Selecting account status (Active, Inactive, Outstanding balance, All).

Manage My Account

Invoices & Payments



Invoices and payments

Managing invoices and credit notes

1 Understanding the invoice card

Each account has its own invoice card which provides the following information:

- **Fuel type** – Gas or Electricity
- **Account number** – Your unique reference number
- **Invoice date** – Shows the most recent invoice date
- **Payment status** – Shows payment status (Paid, In progress, Unpaid, Unbilled)

> Want to understand your invoice in detail? Visit Your bill explained

2 View all invoices & credit notes for an account

- Simply select **Show invoices** at the bottom right of the invoice card.
- The panel will expand to display all Invoice numbers, Amount, Invoice date, and a Download button.

3 To search for a specific invoice, simply select **Search by invoice number**.

4 How to find your account balance

After selecting/filtering the invoice you want to view, your **Current balance** will show on the expanded panel within your invoice card.

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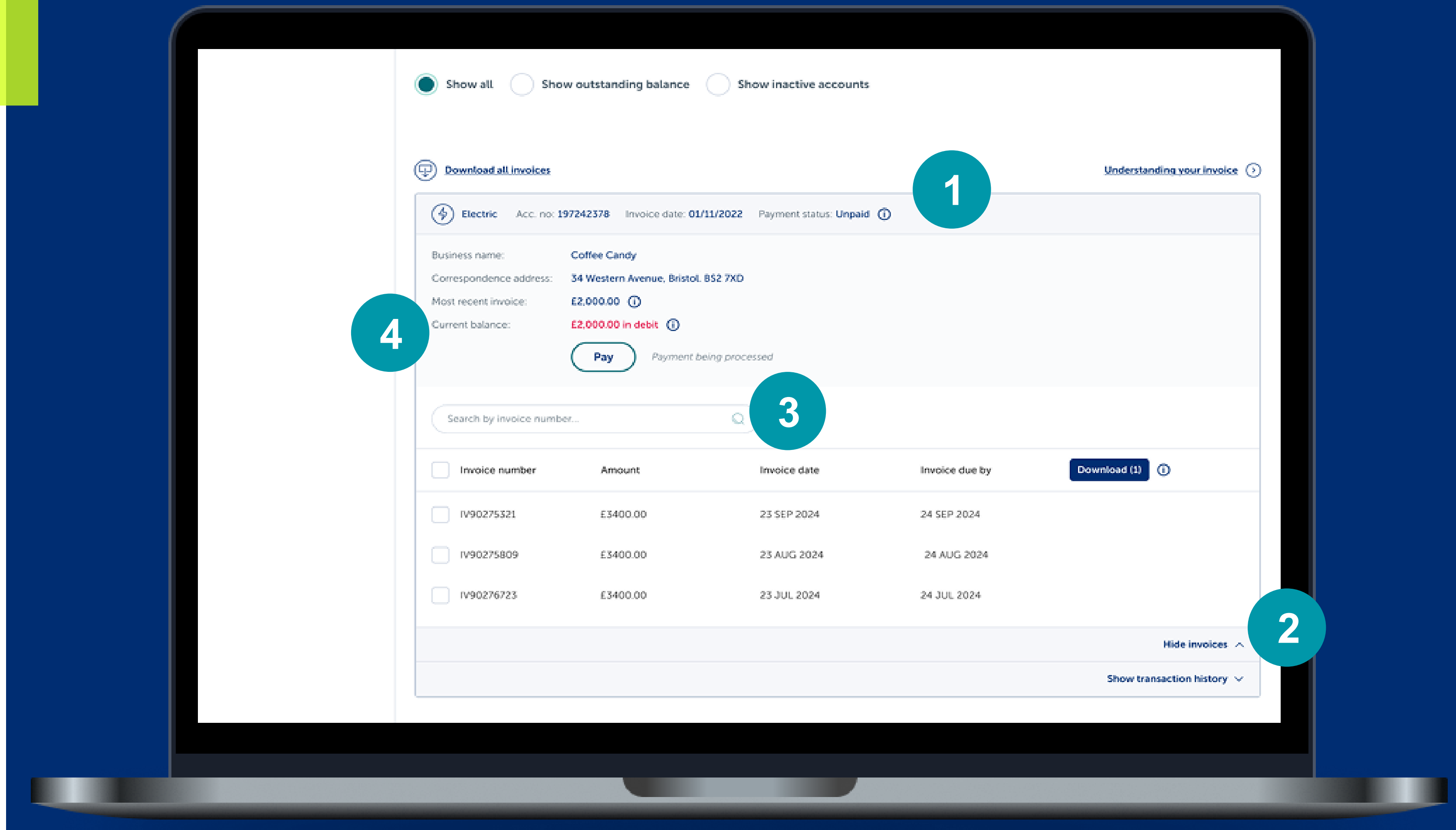
Invoices & Payments



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Invoices and payments

Downloading your invoice

3 Download singular or multiple invoices/credit notes

- Tick the box next to the invoice(s) you want to download, then
- Select the **Download button** on the top-right corner to download.
  The button will show the number of invoices selected (e.g. Download (3)).

> **Tip:** Use **Search by invoice number** to quickly find and download the invoice.

4 Download all invoices for a singular invoice structure

- Tick the box next to the **Invoice number** column (this selects all invoices).
- Select the **Download button** on the top-right corner to download a file containing all the invoices for that invoice structure.

5 Download all displayed invoices/credit notes

To download all the invoices/credit notes linked to an account, simply select the **Download all these invoices** button.

This will download a single file with all the items currently displayed.

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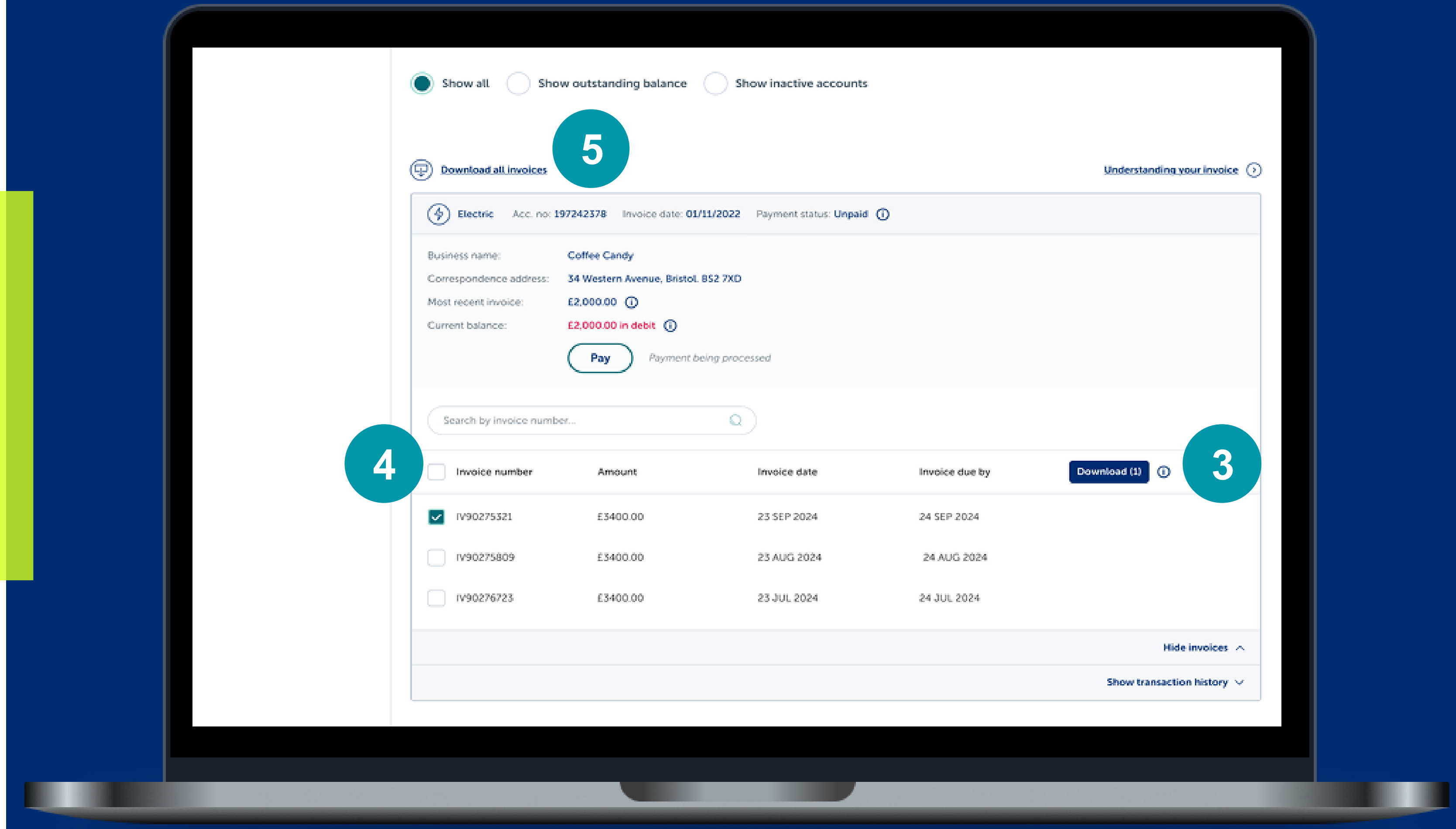
Downloading Invoice



Invoices and payments

View/download transaction history

1 View transactions for an account

To view previous transactions for an account,

- Select **Show transactions** at the bottom right of the invoice card.
- The panel will expand showing Date, Type, Amount, and a Download button.

2 How to download transaction

- Select the **Download button** on the right side of the transaction table.
- A CSV file will be downloaded showing Invoice structure identifier, Date, Transaction type (IV, CN, Payment), Payment method, Amount, and Billing period.

3 View/download transaction history

To view/download all past payments or filter by a specific period:

- Click **Transaction history** to show a list of all previous transactions.
- Use the filters to narrow results and find transactions for a specific period.
- Click **Download transactions** button to either download all transactions, or only those from your filtered selection.

> **Note – The Transaction History tab (step 3) is only available for TPI users.**
> Direct customers can view their transaction history within the invoice card in step 1.

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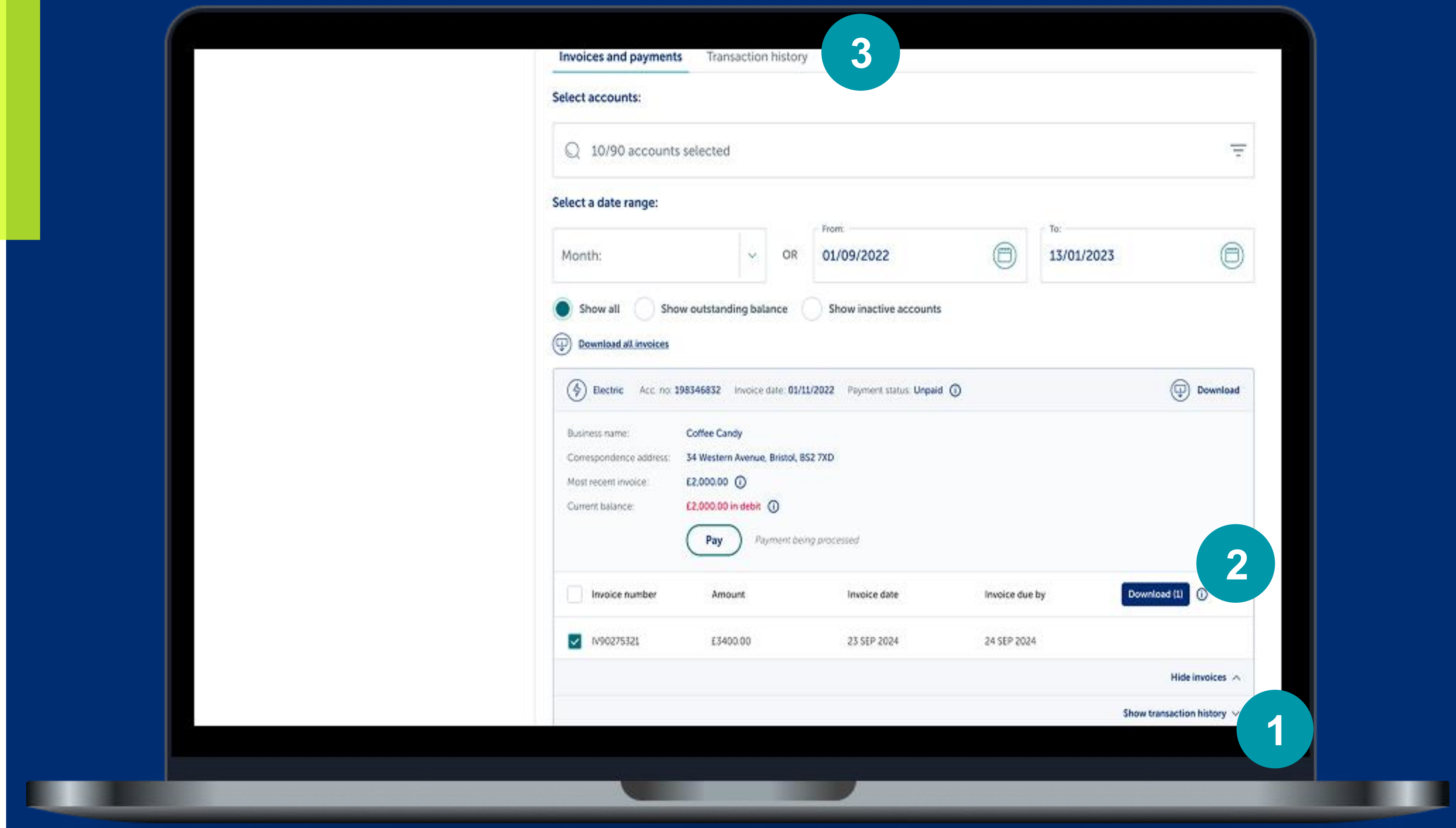
Transaction History



Invoices and payments

Make a card payment

How to make payment

There are two ways to initiate the payment process:

- By selecting the **Pay** button on the invoice card you want to pay for.
- By clicking the **Make a payment** button on the top-right corner of the page (just above Select accounts).

  From here, you can filter your search by Invoice structure ID, Business name, or Correspondence address.

Then **on the payment screen**, you'll see three sections:

1. **Choose an energy account to make a payment** – a prepopulated data containing the business name, address, and invoice structure id.
2. **Choose how to pay** – a link that explores other payment methods.
3. **Pay by debit/credit card today** – From here, you can:
   - Choose full or part payment and enter your card details.
   - Add your billing address and email for confirmation.
   - Submit and pay to complete.

> Your payment will be then be processed and reflected on your account within **two working days**.

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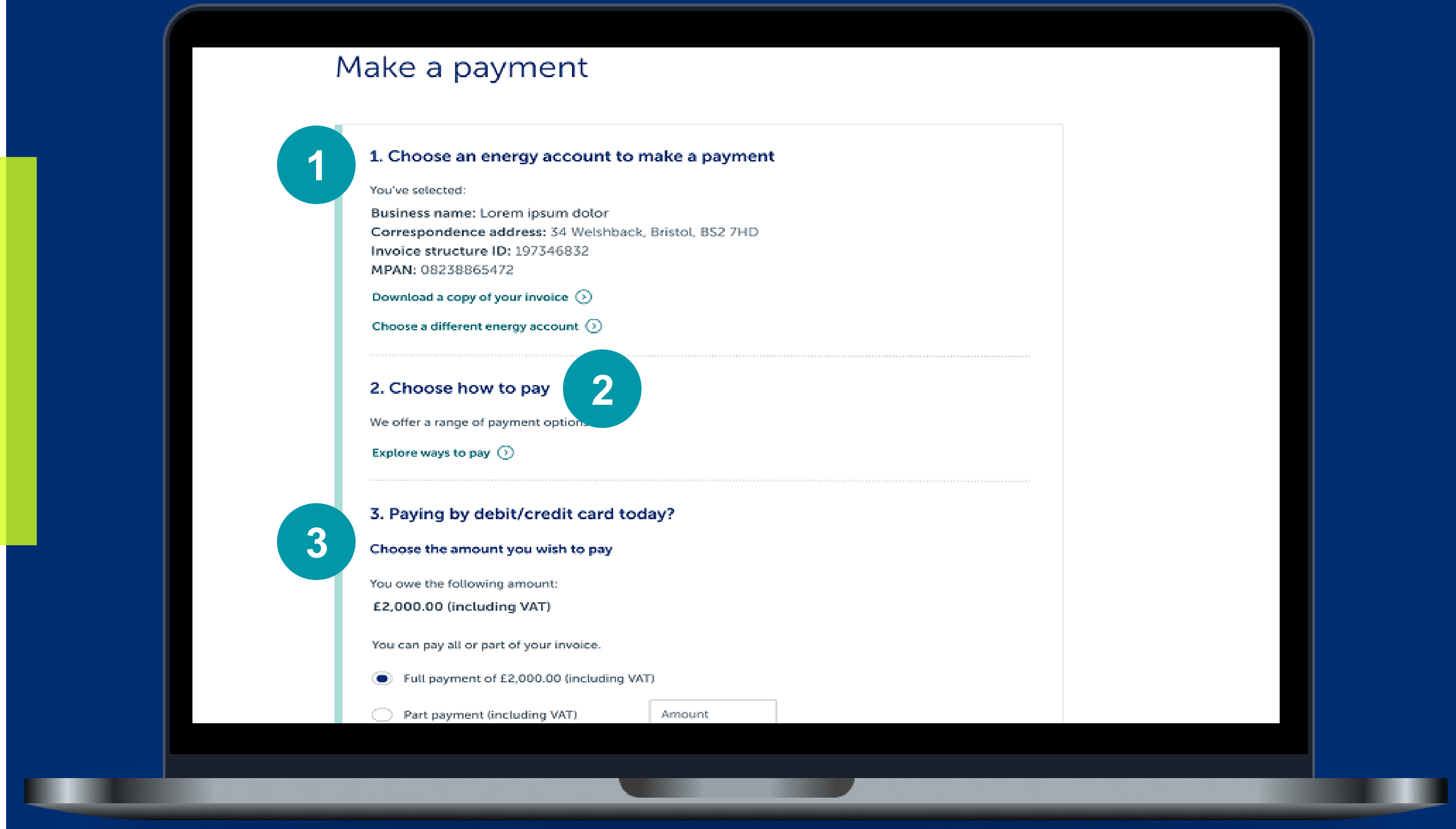
Payment



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Meter readings

Meter readings

Overview

On the Meter readings page, you can:

- **View meter cards** – for all active meters linked to your account
- **View meter type at a particular site** (Standard, Half-hourly (HH), AMR, or Smart)
- **Check the last two readings** for each meter
- **Identify if a meter readings is due** for a site
- **Search and submit a meter read** for gas and electricity
- **Receive Clarity prompts** for half-hourly invoiced meters

Please note – **Once a meter is inactive**, you'll be unable to view this meter or submit reads via the portal..

Meter readings

Filtering and finding a meter

1 How to find a particular meter

To find an account, click **Select accounts**. This will open the filter accounts screen where you can:

- **Filter by fuel type** – Electric, Gas, or Both
- **Search by details** – Enter Customer Name, Address, Postcode, Invoice Structure ID, or MPAN/MPRN.

> **Note** – Your filtered selections will stay saved as you move within the Invoice and payments, Meter reads, and Bulk meter reads pages.

2 How to find only meters due for a read

- By default, **Show all** will be selected to display all the meters available.
- Click on **Show due** to see only the meters that are due for a meter reading from your filtered selection.

> **Show due** displays meters that have not received a meter read within the last 90 days.

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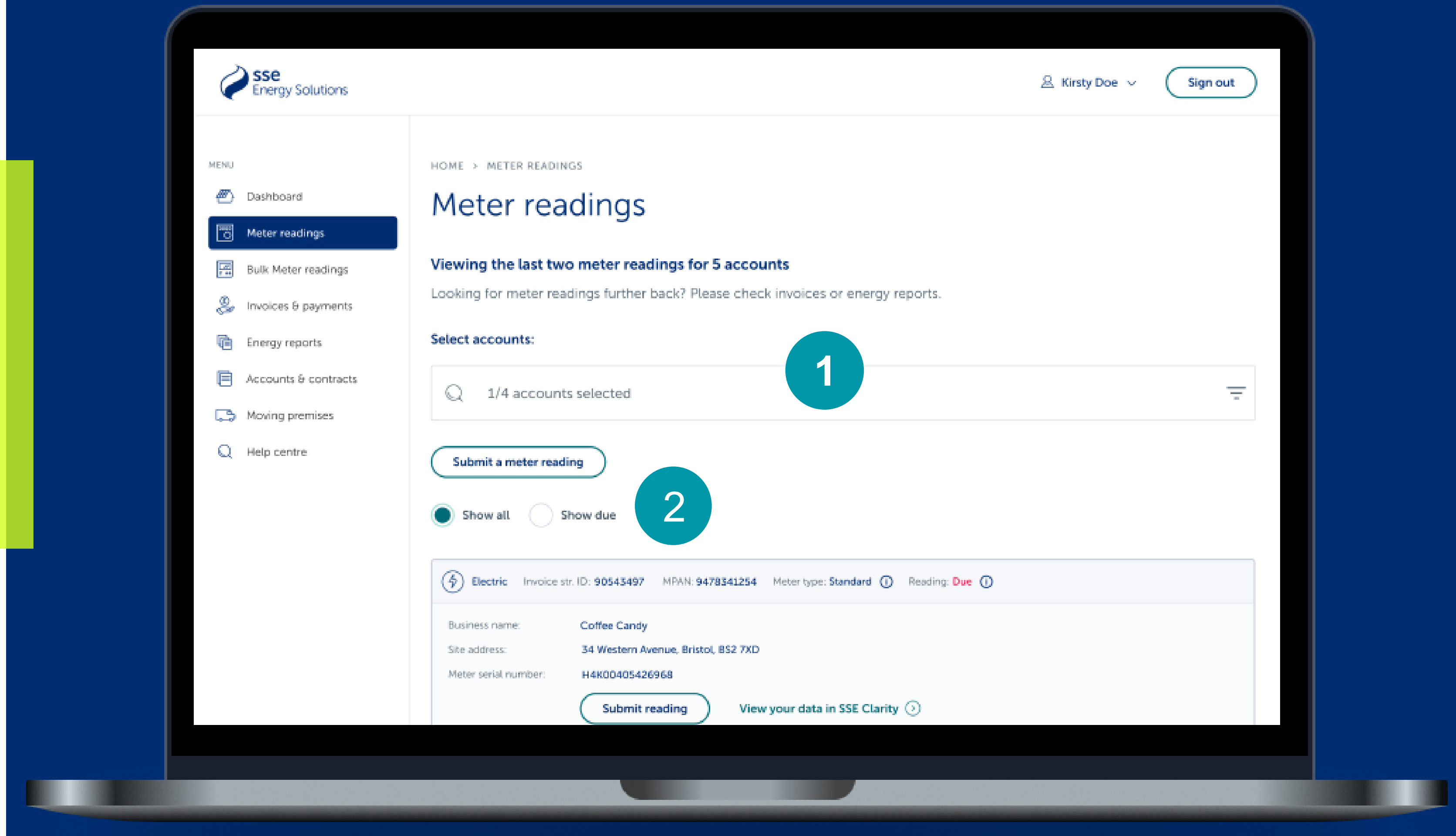
Finding a Meter



Meter readings

View meter details

1 Viewing meter details

Each meter will have its own meter card showing details about the site, such as:

- **Fuel type –** Electric or Gas
- **Invoice Structure Identifier (IST)**
- **MPAN** or **MPRN**
- **Meter type –** Standard, Smart, AMR, or Half-hourly (HH).
- **Reading status** – Up to date, Due, Pending, Not applicable (displayed for HH meters).
- **Business name & Site address**
- **Meter number**

2 How to view previous meter reads

You can check the last two meter readings for your site.

- Click **Show previous meter reads** at the bottom right of the meter card.
- The panel will expand showing Reading date, Reading type (Actual or Estimated), Register, and Reading).

3 How to access your consumption data

If you have a Smart or half-hourly meter, you can view detailed usage data by

- Simply clicking on **View your data in SSE Clarity**, which will take you to the SSE Clarity login page.

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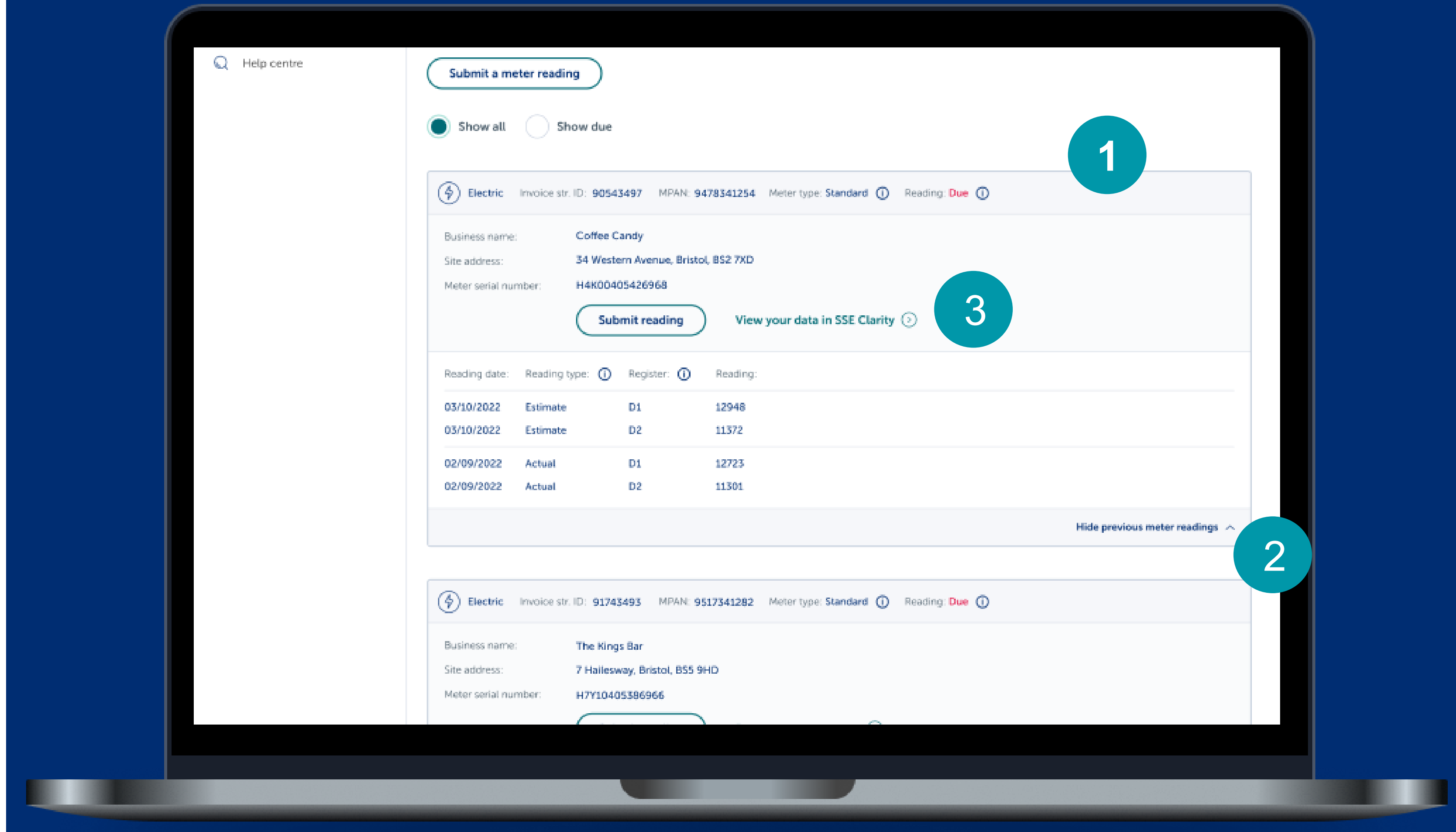
View Meter Reads



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Meter readings

Submit a meter read

How to submit a meter reading

You can submit meter reads (Gas and Electric) in two ways:

- **From the meter card** – click **Submit a meter read** button on the meter card.
- **From the Select accounts section** – Click **Search and submit meter read** button, then filter by Invoice ID, Site address, or Meter serial number.

Then on the **Submit a new meter reading screen**, you'll see 3 sections:

1. **Choose a meter** – a prepopulated data containing the Business name, Meter serial number, Site address, and Invoice structure ID.
2. **Select a meter reading date** – Enter the meter reading date (DD/MM/YYYY).
3. **Provide a meter read** – Enter the readings showing on your meter.
4. Click **Submit**.

Note – The oldest date you can select is **12 months from the current date**, due to the settlements window.

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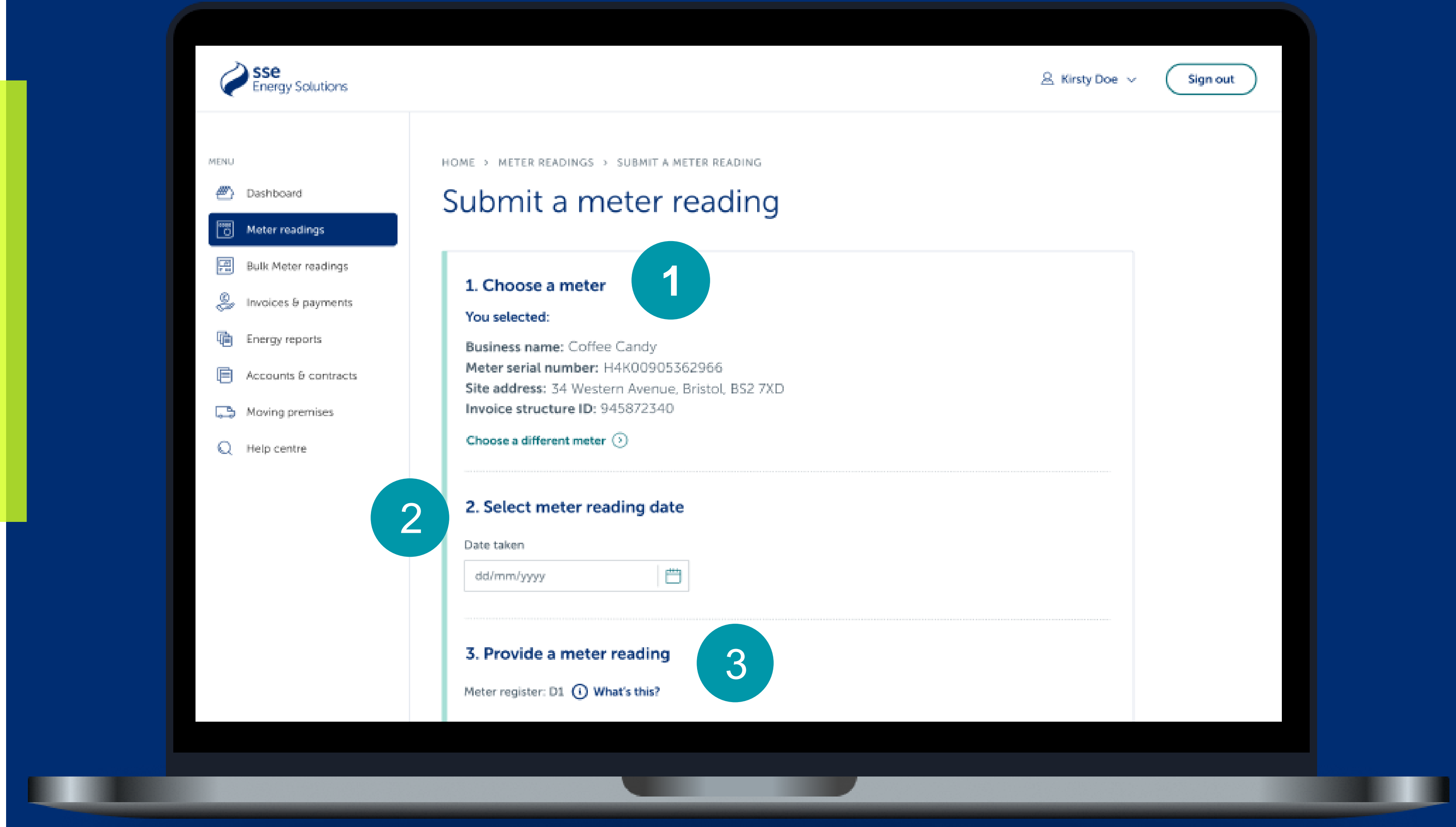
Submit Meter Reading



Bulk meter readings

Bulk meter readings

Submit bulk meter reads

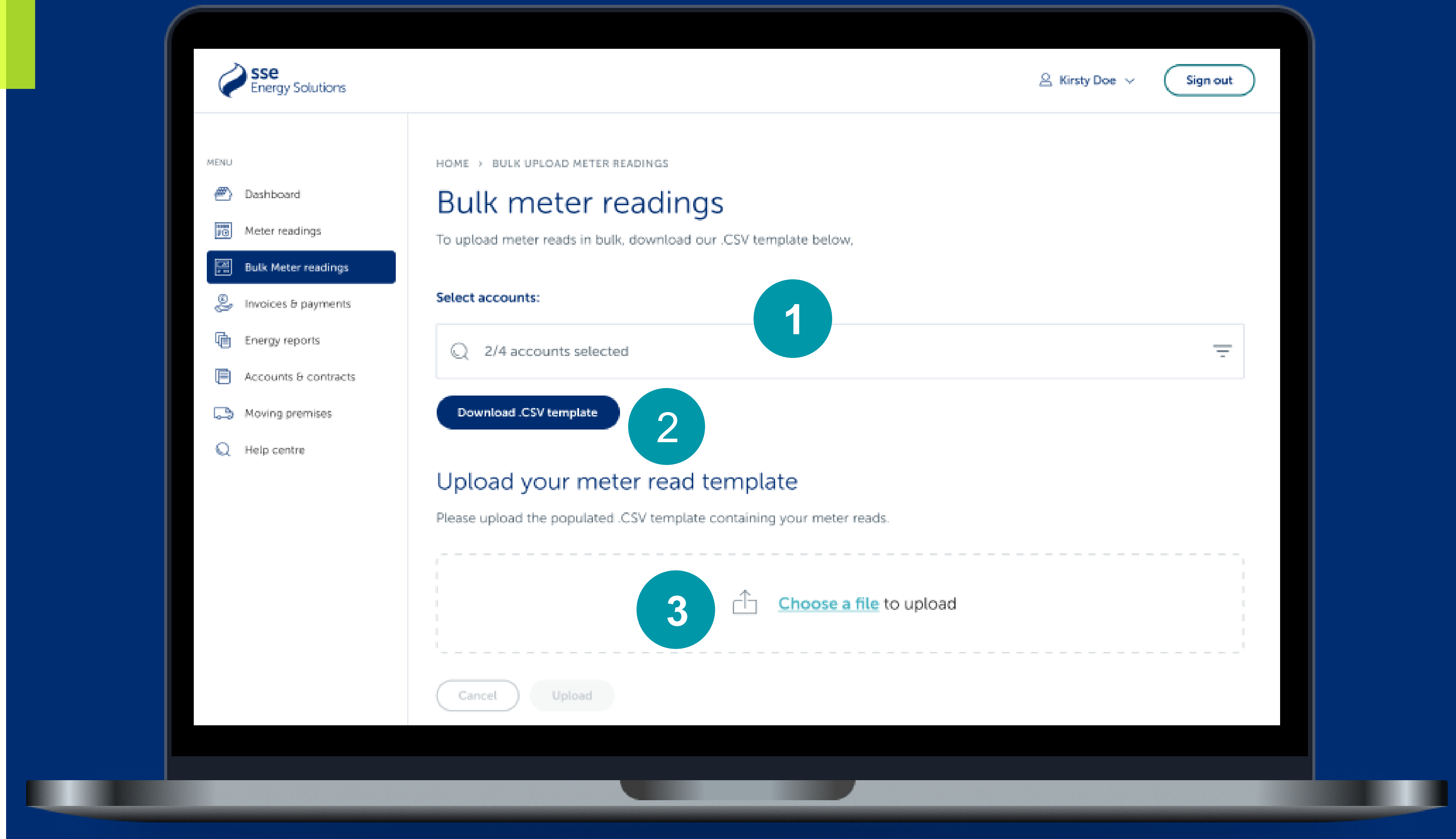
: We've prepared a short Bulk meter reads video to guide you through.

Submit bulk meter readings following this six steps:

1. Click on the **Select accounts** to choose the accounts you want to submit readings for.
2. Select the **Download .CSV template** button to download the file.
   - The file will include details like Invoice structure ID, Meter point number, Fuel type, and Site address.
   - Fill in the **Reading date** (DD/MM/YYYY) in column G, and the **Meter read** in column H, and **Save** the file.
3. Upload the completed CSV file containing all your meter readings.
4. We'll flag any issues that need your attention, so you can quickly review and amend.
5. Once confirmed, click the **Submit reading** button. Your readings will be sent directly to our billing system.
6. Once submitted, you'll see a **confirmation message**. Readings will appear on your account within 5 working days.

Tip: If you had a smart meter, you wouldn't need to send meter reads. Register your interest in a smart meter today.

Manage My Account
Bulk Meter Readings



Watch a video on how to submit bulk meter readings here

Invoice reports

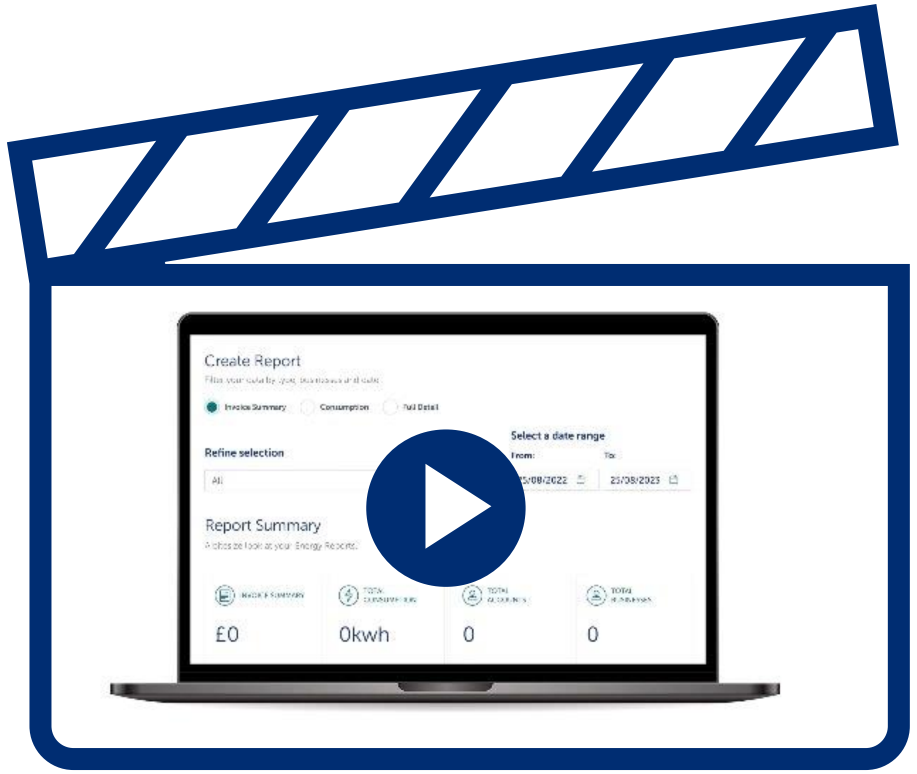
Invoice reports

Overview

: We've prepared a short [Invoice reports video] to guide you through.

Within the Invoice reports page, you can:

- **Choose your report type** – Invoice summary, Consumption, or Full Detail
- **Refine your selection** – Filter by account type or date range
- **View your reports** – See a quick summary before downloading
- **Download your report** – Save a copy as a CSV file



Click play to watch the video

Things to note:

- You can generate reports for **up to 6 years** of data.
- The downloadable size is **limited to 150,000 lines**.
- If an **account has been inactive within the last 12 months** and was closed with a final balance moved to the new billing system, reports for that account may not be accessible.

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Invoice reports

Selecting a report

Choose the type of report you want

MMA lets you run three types of report:

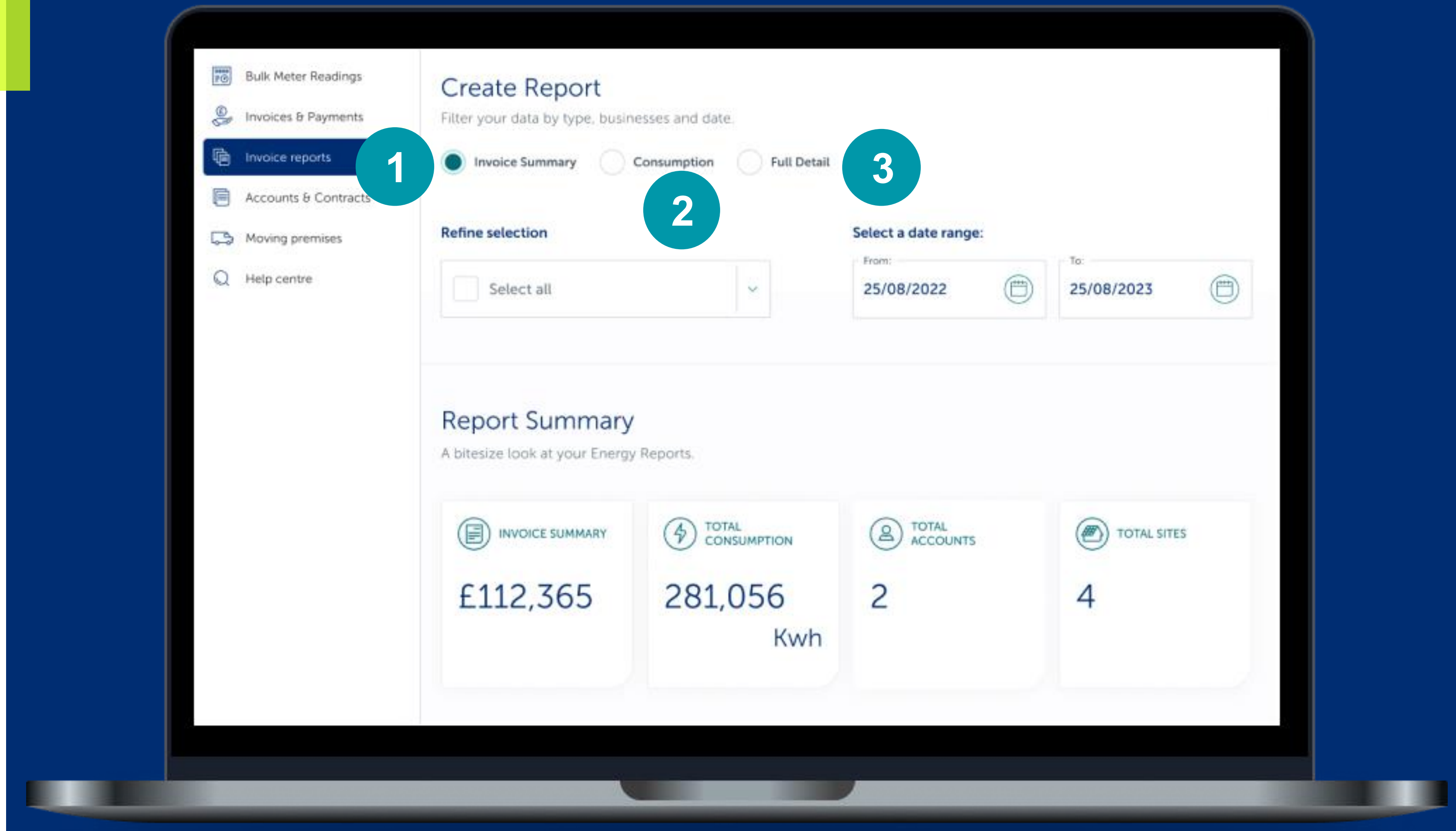
1 **Invoice Summary** – Generates a CSV file with invoice information, including unit rates, standing charges, and billed consumption for selected invoice structure IDs within a chosen period.

2 **Consumption** – Generates a CSV file with invoice information for selected invoice structure IDs within a specified period. It provides a single-line view of meter readings used for each bill (non-half-hourly sites only) and any associated charges.

3 **Full Detail** – Generates a CSV file with a clear invoice overview and detailed breakdown of all charges and payments received against selected invoice structure IDs for a specified period.
This is particularly useful if you're looking for a **statement of account**.

> Select your report type and a **Report summary** will automatically appear below.

Manage My Account
Selecting a Report



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Invoice reports

Refine selection

How to find the right report to view

When looking for reports to view, you can filter your search to quickly find exactly what you need.

Here's how to refine your selection:

1 **Choose your account(s):**

- Click the **Refine selection** dropdown and select the account(s) you want to view using the checkboxes.
- You can also **Search** directly by entering a Business name, MPAN/MPRN, or Invoice structure ID.

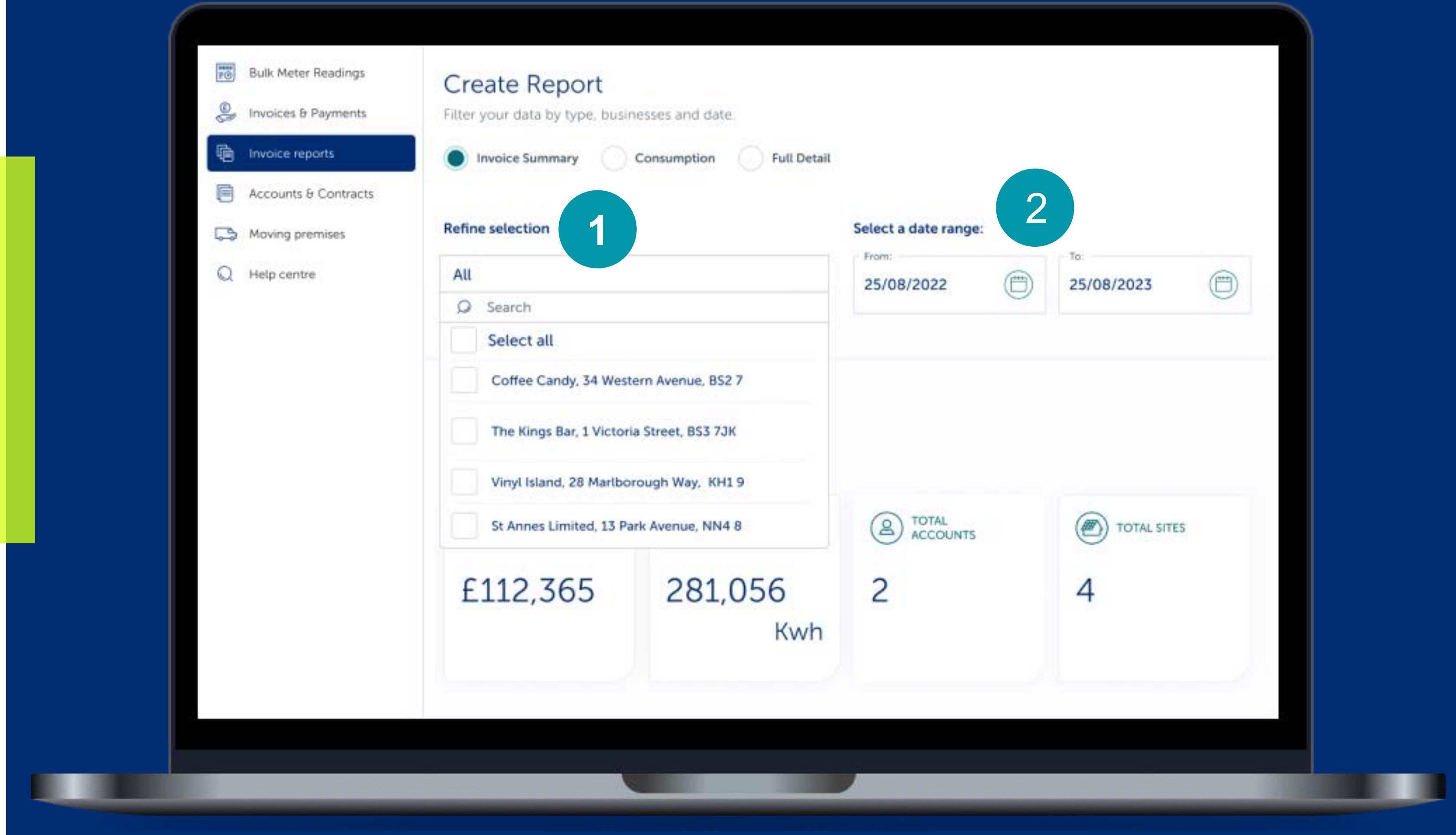
> **To see data on all your accounts**, tick the **Select all** in the dropdown.

2 **Set a date range:**

- Use the **Select a date range** filter to choose a specific period. (**up to 12 months**).

Manage My Account

Finding/Filtering Report



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Invoice reports

Viewing and downloading report data

How to view your data

You can choose how to see your energy data – in a graph, in a table, or saved to your device.

- Selecting **Overview** lets you see your data in a graph.
- Selecting **View Data** displays your data in a table.

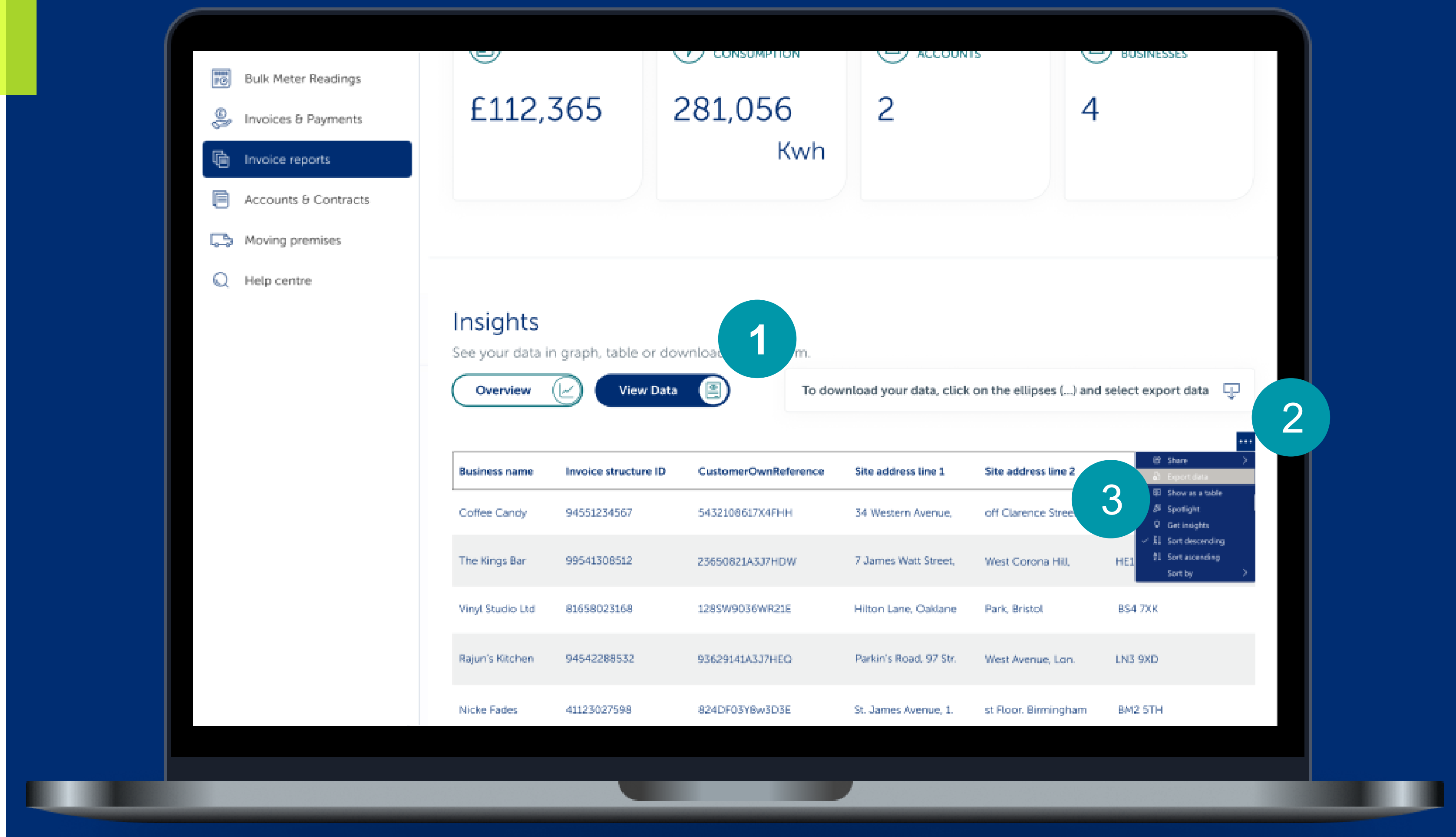
How to save/download your data

1. Select **View Data** and hover/click over the data table to show an ellipsis **(…)**.
2. Click the **ellipsis (…)** at the top right corner of the data table.
3. Choose **Export data** to download your selected data in a CSV format.

> **Looking for smart meter data?** Visit [SSE Clarity](), our smart data tool for tracking and managing your energy usage.

Manage My Account

Viewing/Downloading Report



Half-hourly Data

Half-hourly data

Overview

Within the half-hourly page, you can:

- **Refine your selection** – Filter by account type or date range
- **View your reports** – See a quick summary before downloading
- **Download your report** – Save a copy as a CSV file

Please note:

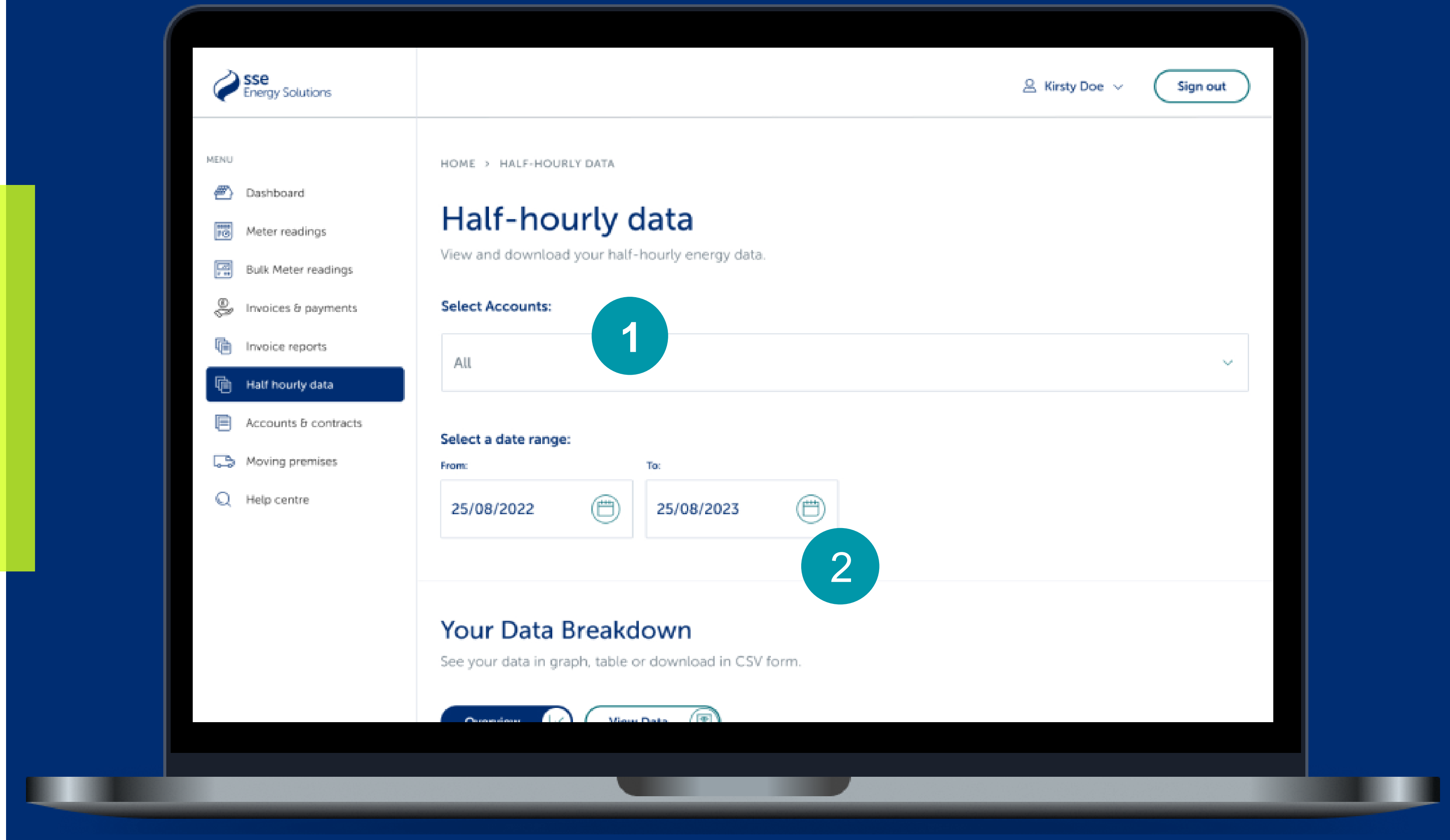
- You can only generate reports for a **maximum 24-month date range**.
- **Half-hourly data is only available** for HH meters.
- The **downloadable size is limited to 150,000 lines**.

Half-hourly data

Refine selection

Manage My Account

Finding/Filtering Report



How to find the right report to view

When generating Half-hourly data, you can filter your accounts to quickly find the one you want. Reports can cover up to 24 months.

Here’s how to refine your selection:

1. **Choose your account(s):**

   - Click the **Select Accounts** dropdown and select the account(s) you want to view using the checkboxes.
   - You can also **Search** directly by entering a Business name, MPAN/MPRN, or Invoice structure ID.

   > **To see data on all your accounts**, tick the **Select all** in the dropdown.

2. **Set a date range:**

   - Use the **Select a date range** filter to choose a specific period. (**up to 24 months**).

Half-hourly data

Viewing and downloading report data

How to view your data

You can choose how to see your energy data – in a graph, in a table, or saved to your device.

- Selecting **Overview** lets you see your data in a graph.
- Selecting **View Data** displays your data in a table.

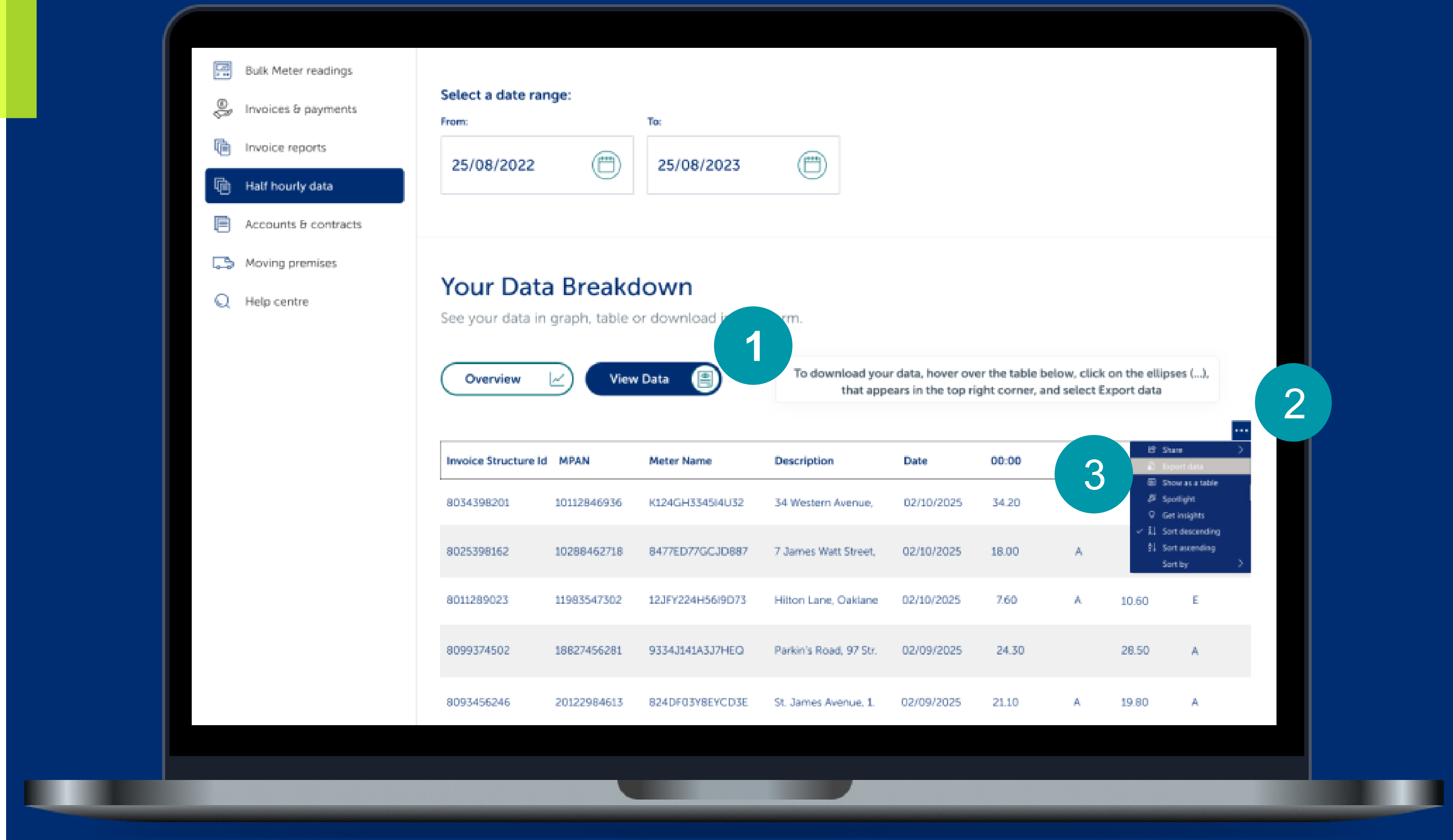
How to save/download your data

1. Select **View Data** and hover/click over the data table to show an ellipsis **(…)**.
2. Click the **ellipsis (…)** at the top right corner of the data table.
3. Choose **Export data** to download your selected data in a CSV format.

> **Half-hourly data is only available** for HH meters.

Manage My Account

Viewing/Downloading Report Data



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Energy accounts & contracts

Energy accounts & contracts

Overview

On this page, you can:

- **View a list of your accounts** and their status (Active or Inactive)
- **Refine your selection** – Filter by account type or date range
- **View your current contract** for each MPxN
- **Download account details** – Download a summary of your account details (including MPxN and site address)
- **Add invoice alerts** – set up invoice alerts for single or multiple accounts
- **Add additional customer numbers** to your account

Please note:

- **If an account is inactive**, you won't be able to view the contract details.
- **If you're a Third-Party Intermediary(TPI) / Managing Agent,** you can also **add active energy accounts** as well as manage and **upload Letters of Authority (LOA)** for your customers in MMA. For full details, see our dedicated TPI Guide.

Energy accounts & contracts

Viewing your account(s)

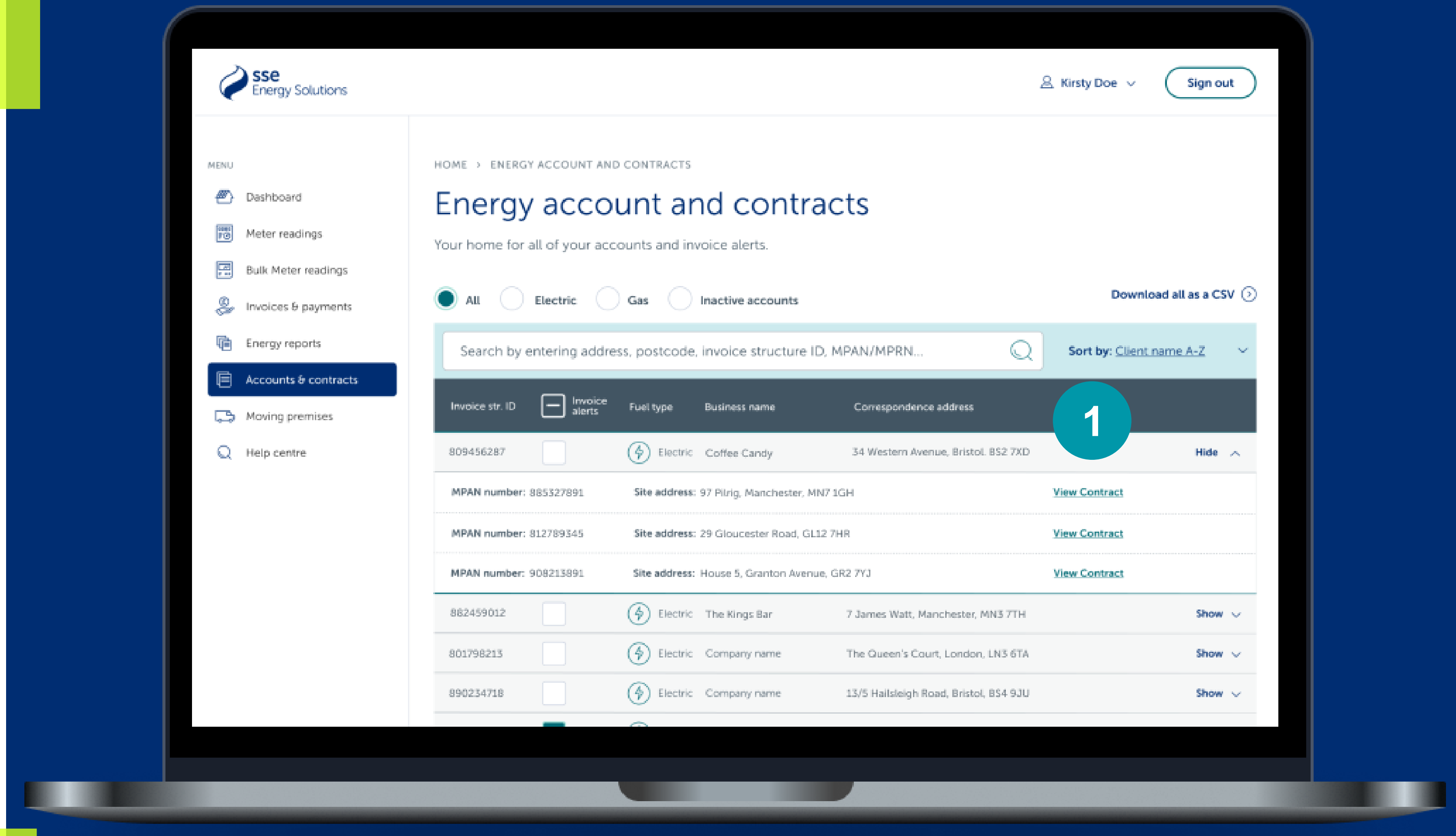
1 View accounts

When you go to the Accounts & contracts page, you'll see a clear overview of all the accounts linked to you, with details such as:

- **Invoice Structure Identifier (IST)** – Your unique reference
- **Fuel Type** – Gas or Electric
- **Business Name**
- **Correspondence Address**
- **MPAN**
- **Site Address**
- **View Contract**

Manage My Account

Viewing Accounts



Energy accounts & contracts

Refine selection

How to find a particular account

If you have lots of accounts, use the search and filter tools to quickly find the one you need.

2 **Search by details** – Enter Customer Address, Postcode, Invoice Structure ID, or MPAN/MPRN.

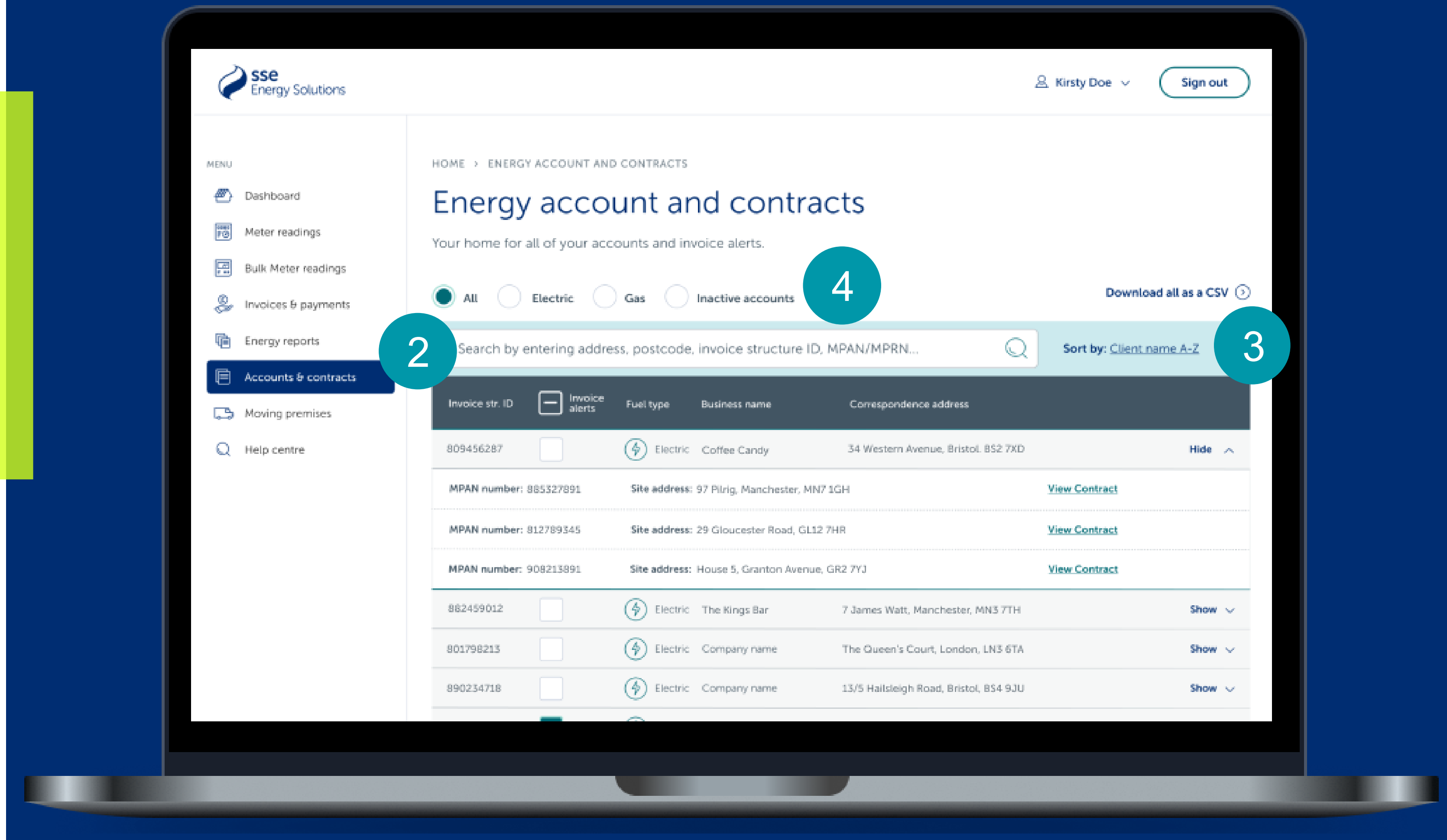
3 **Sort by Customer name** – Order accounts by customer name (A – Z, or Z – A).

Filter your search by account type

4 Select one of the four radio buttons to filter your accounts by Electric, Gas, Inactive accounts, and All (*Selected by default*).

Manage My Account

Finding/Filtering Accounts



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Energy accounts & contracts

Viewing contracts

How to view your contract information

1. Use the **Refine selection** tools or scroll through your accounts to find the one you want to view the contract for.

2. Click **Show** located on the right of the account row. This will expand the view to display MPAN/MPRN, Site address, and View contract ID.

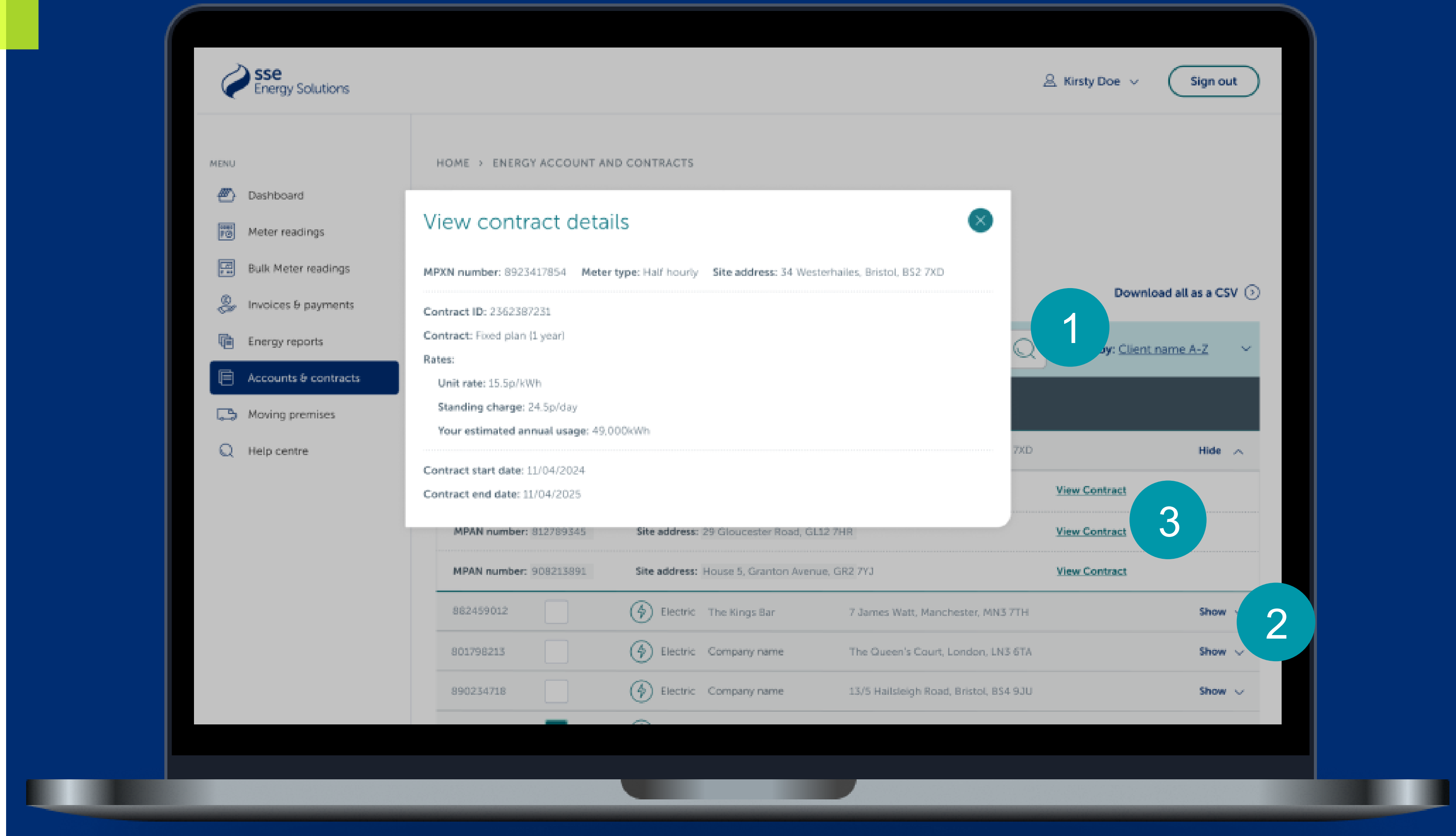
3. Then select **the View contract ID** button.

   A pop-up window will then appear showing your contract information, including:

   - Contract name & ID
   - MPAN/MPRN number
   - Meter type (Half-hourly, Non-half-hourly, etc.)
   - Site address
   - Estimated annual usage & Unit Rates
   - Contract Start & End date

> **Please note –** You can only **view contracts information** for **Active Accounts**.

Manage My Account
Viewing Contracts



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Energy accounts & contracts

Download account details summary

How to download your account summary

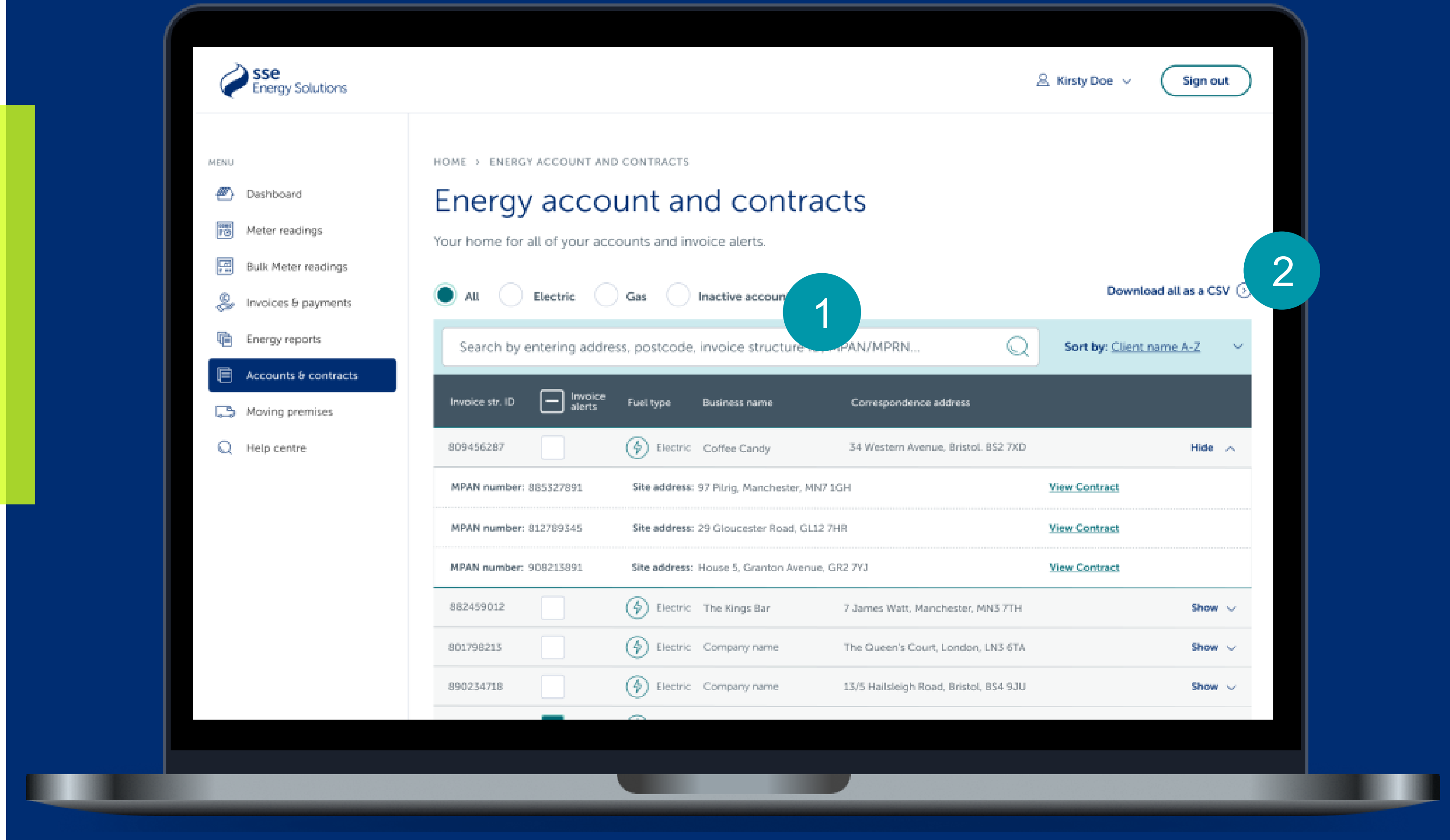
To download a summary of your account information related to your invoice structure identifier:

1. After searching/filtering the account(s) you want to download,
2. Select the **Download all as a CSV** button at the top right of the table.
3. A CSV file will be downloaded showing your account information, including:
    - Invoice Structure Identifier
    - Account status (Active / Inactive)
    - Fuel type (Gas / Electric)
    - Business name and Correspondence address
    - MPxN and Site address (for active accounts only)
    - User email address
    - Additional information on LOA (for TPIs/Managing Agents only)

> **Note – If no filters are applied, all account data will be downloaded.**
> When filters/searches are applied (e.g. fuel type or address), only the filtered results will be included in the CSV.

Manage My Account

Downloading Account Summary



Energy accounts & contracts

Adding invoice alerts

How to add an invoice alert

Get notified by email whenever a new invoice is ready. You can set alerts for one, multiple, or all your accounts within MMA.

1 **Turn alerts for a particular account:**

- Once you've found your account, simply tick the box in the **Invoice alerts** column on the appropriate account line.
- A tick (✓) will appear to indicate that alerts are on for the account.

To turn alerts on for multiple accounts, search for each account and tick the invoice alerts box for each of the invoice structure IDs.

2 **Turn alerts for all accounts:**

- Select the **Invoice alerts** box in the table header.
- A confirmation message will pop up asking you to confirm the number of accounts you want alerts for.
- Select **Enable all** button to confirm.

> **To turn off the invoice alert**, simply untick the box

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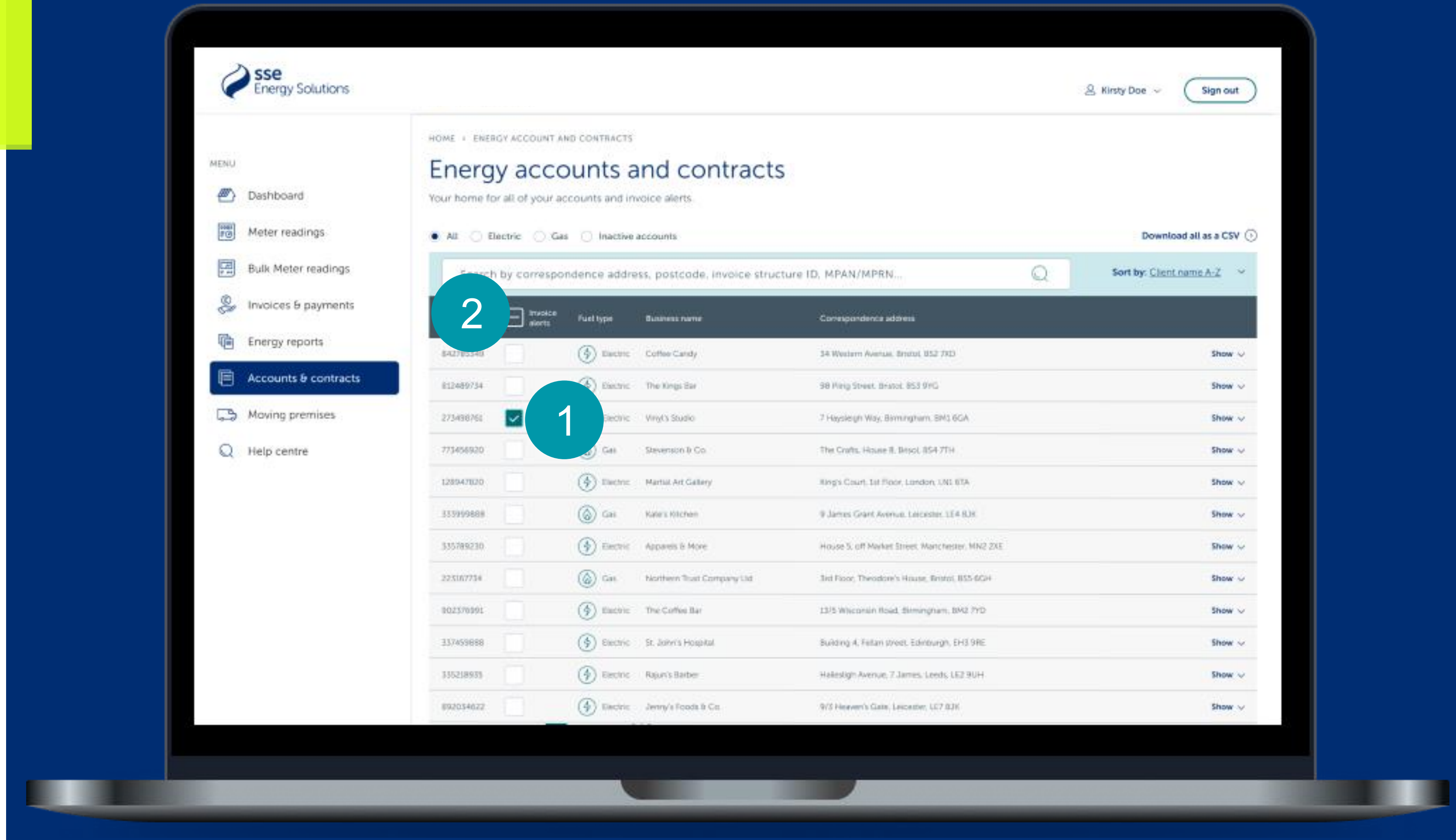
Invoice Alerts



Energy accounts & contracts

Adding additional customer numbers

How to add another customer number to your account

You can request access to additional customer numbers for your account.

1. From the Accounts & Contracts page, select **Manage company access** at the top right of the page.
2. Complete the access request form and click **Submit** to send your request.

> Your request will be reviewed within **3 working days**. You'll receive a confirmation email once it has been processed.

How to switch between customer numbers

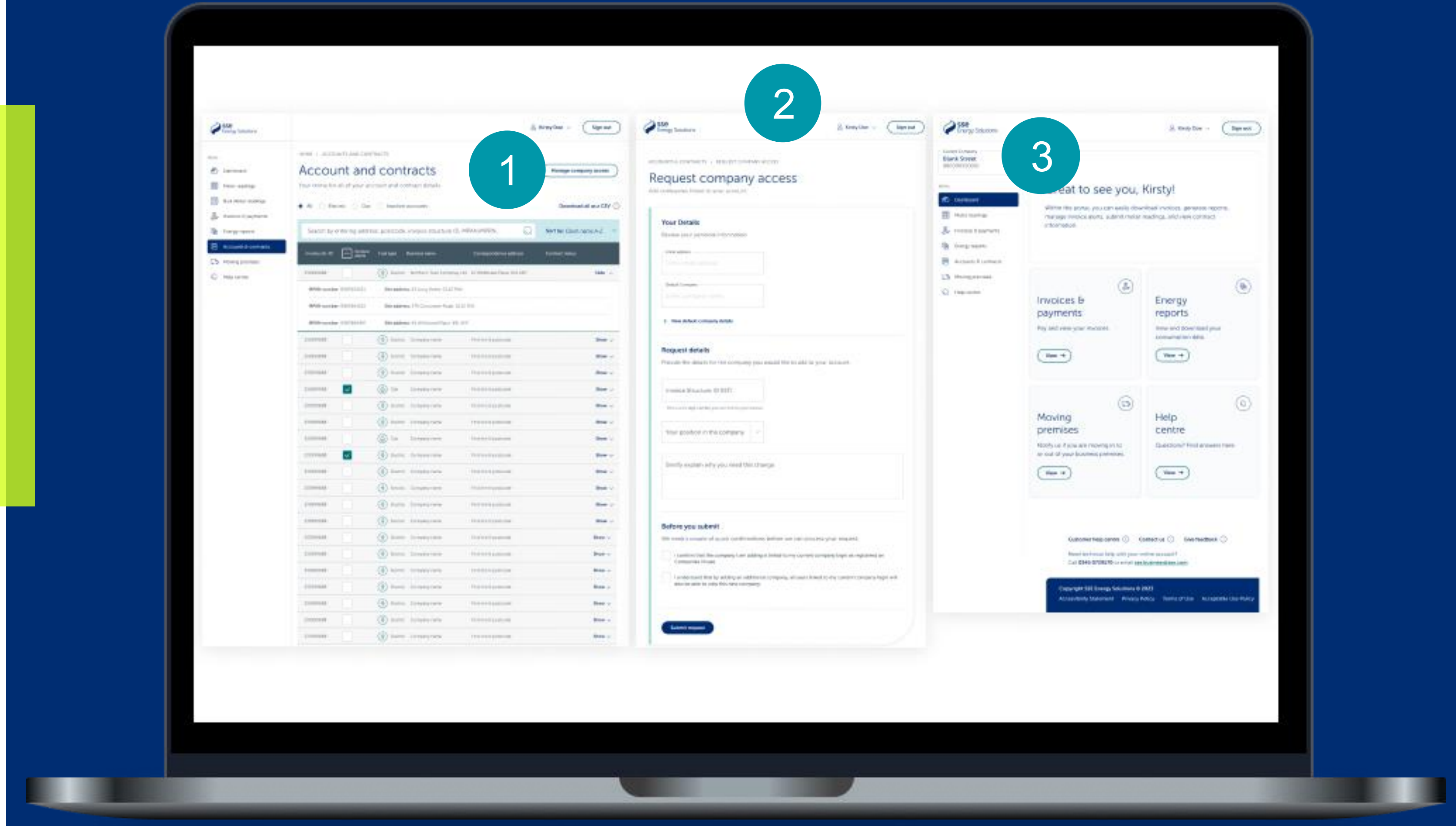
Once your access has been approved,

3. From your dashboard, select your **customer number** on the left-hand side.
   - Choose the customer number you want to view from the list.
   - You can then navigate to relevant areas such as Account & Contracts, Invoice & Payments, Invoice Reports, or Meter Readings.

> **Note –** Additional access is linked to your **individual login email**. Other users in your organisation will need to submit their own request if they require access.

Manage My Account

Adding Additional Customer Numbers



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Renew contracts

Renew contracts

Starting renewals

Who can renew contracts online?

You can easily renew your gas and electricity contracts online if you:

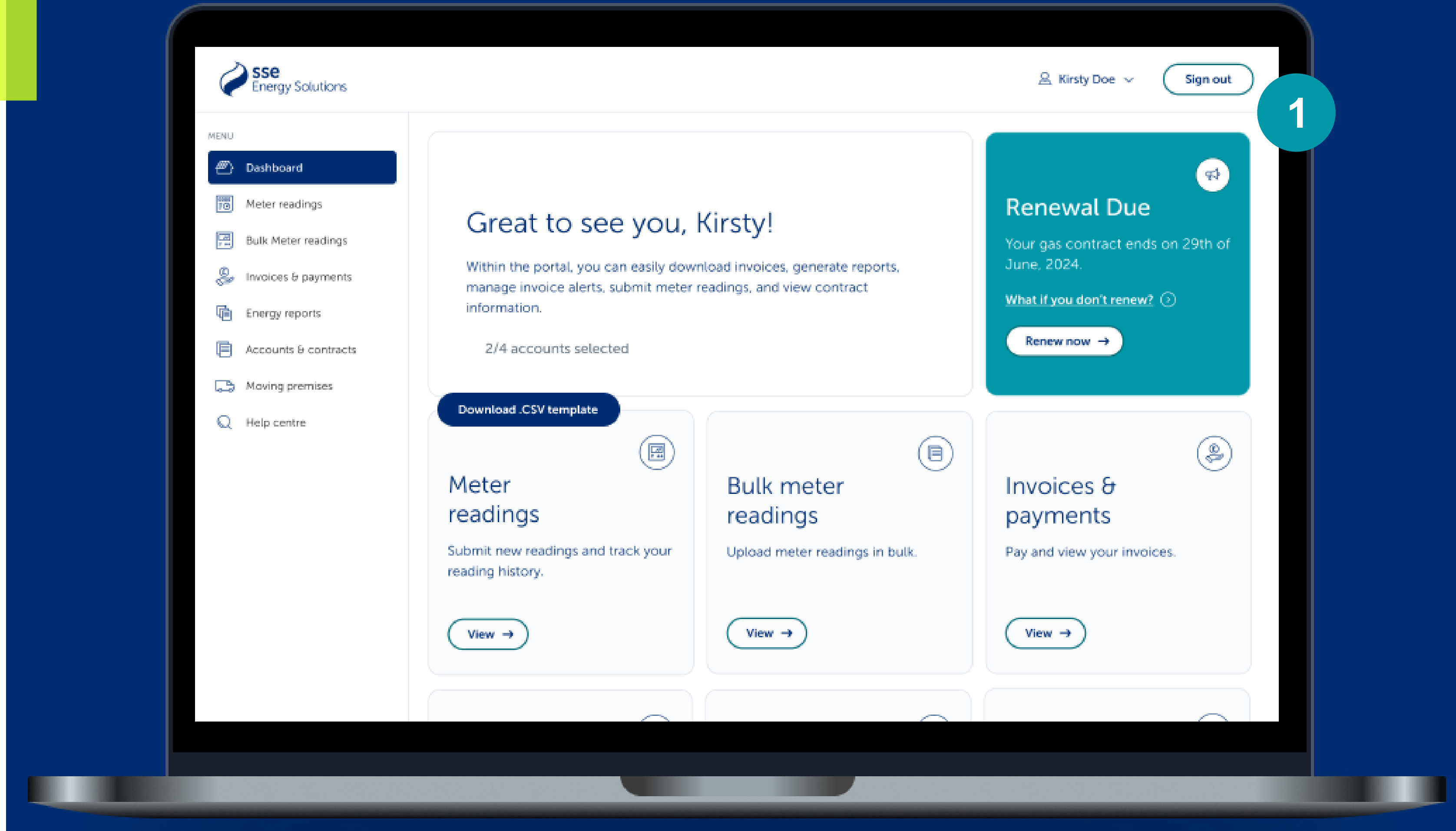
- Are classified as a **SME** and have a **single-site contract**.
- Use **less than 100,000kWh electricity** and/or **293,000 kWh gas** annually.
- Have a **non-half-hourly electricity meter**.
- Are **registered for MMA**.
- Are a **direct customer** (*Customers with a TPI or managed account relationship are not eligible*).
- Have **not already renewed** with us.

1 Starting your renewal journey

MMA customers with renewals due in 60 days will get an email invite to renew online. Click the **Sign in to renew** link in the email or go to your MMA dashboard to begin.

> The **Renewal Due banner** will only appear on your MMA dashboard **60 days before a renewal is due**.

Manage My Account
Renewals



Renew contracts

Renewing your contract (*for SMEs only*)

How to renew your contract online

1 Access the dashboard

- From your MMA dashboard, select the **Renewal Due** banner.
- If you have multiple contracts due for renewal, you can also access the journey from the **Accounts & Contracts** page.

2 View and choose quotes

- Your quotes will be generated based on your previous annual usage.
- You can edit your annual usage (up to **100,000 kWh electricity** or **293,000 kWh of gas**) to regenerate quotes based on the edited usage.

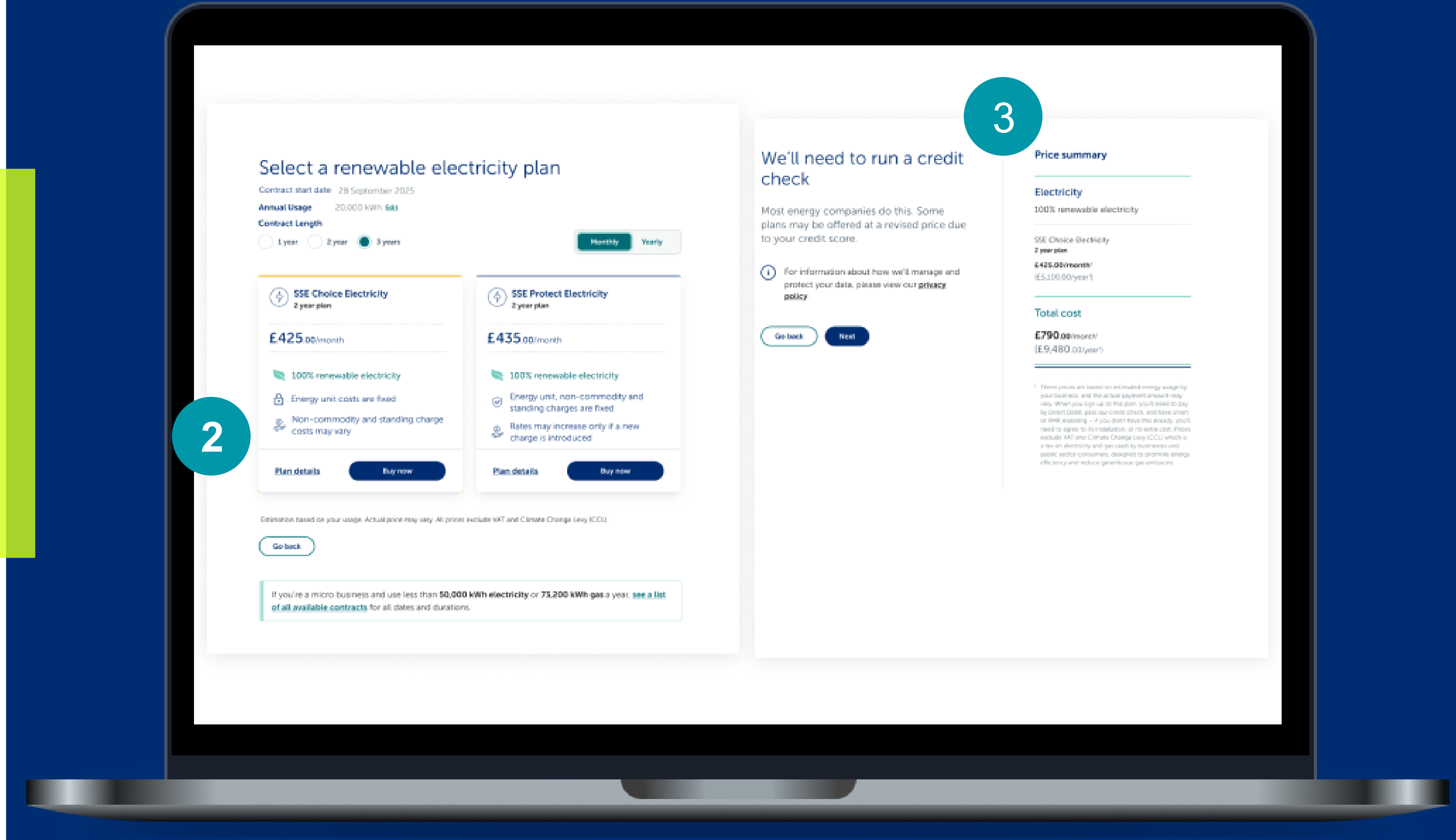
> **If your contract is already renewed** or **expired**, an error message will appear instead of quotes.

3 Complete a credit assessment

- We'll automatically complete a credit assessment to confirm prices.
- Depending on the outcome, you may continue or be contacted if a security deposit or additional prices are required.

Manage My Account

Renewing Contracts



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Renew contracts

Renewing your contract (*cont.*)

4 Direct Debit details

- If you don't already pay by Direct Debit, you'll need to enter your payment details to proceed.
- Customers requiring two signatures for the Direct Debit mandate will need to contact Sales to proceed with a renewal.

> **If you already have Direct Debit set up,** you won't see this step.

5 Review your details

- If we already have your personal and business details, they'll be filled in automatically. Otherwise, you'll be prompted to enter them again.
- Sole Traders, Partnerships, or LLPs will be prompted to provide their business owner details.

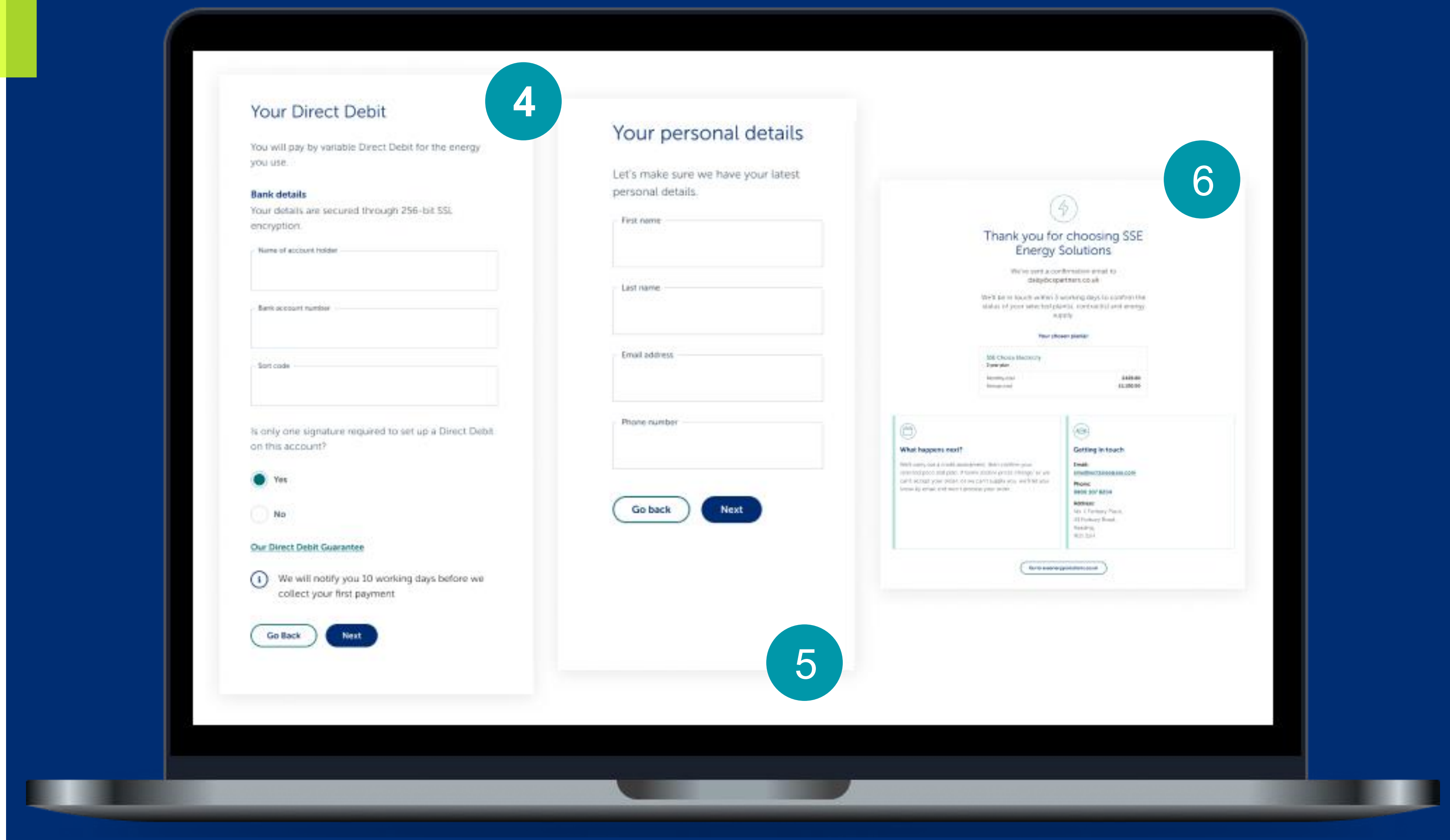
> You can choose to set up a new Direct Debit or edit your personal details if needed.

6 Submit your renewal

- After reviewing all details, click **Buy now**.
- You'll receive a confirmation email with next steps.

Manage My Account

Renewing Contracts



Other useful tips

Other useful tips

Need to do more with your account? Here are some quick useful links

Moving premises

Are you moving in or out of your business site?

Visit our Moving premises page and let us know.

Request a smart meter

Smart meters automatically sends us your readings, so you don't have to.

Register your interest today and we'll install it at no extra cost.

SSE Clarity

Looking for smart meter data?

SSE Clarity presents your smart meter data in simple charts, making it easier to track and manage your energy usage. Visit SSE Clarity.

Are you a TPI or Managing Agent?

> **Our TPI Guide covers Account Management and LOAs in more detail**. Please reach out to your key account manager to request a copy.

Support

Still need help?

Visit our Help and support page or submit your query via our online portal form and we'll get back to you.

Acronyms

- **HH** – Half-Hourly
- **LOA** – Letter of Authority
- **TPI** – Third-Party Intermediary
- **IST** – Invoice Structure Identifier
- **AMR** – Automated Meter Reading
- **LLP** – Limited Liability Partnership
- **SME** – Small and Medium-sized Enterprise
- **MPRN** – Meter Point Reference Number
- **MPAN** – Meter Point Administration Number

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