


A close-up, shallow depth-of-field photograph of a person's hands working on a silver laptop. The left hand is positioned over the keyboard, with fingers slightly curled as if typing. The right hand holds a black pencil, with the index finger resting on the laptop's trackpad. The person is wearing a blue long-sleeved shirt. In the background, a green leafy plant is visible, and a window with bright light is out of focus. A yellow circular logo with the text 'good energy' is in the top right corner.

good
energy

**How to use your
online account**











How to use your online account

Select Account

My Account

select account

Enter an account number, name, postcode or phone number...

Account Id	Company Name	Primary Contact	Primary Email	Primary Phone	Site Address	Meter Points	
1501	Nandos LO	Mr Test DuoFuel	reese.morris@gensek.co.uk	0123456789	1, LNS 7SH	991000001501, 9910001501	
1505	Test Company BA2D7D	Mr Test Cust-BA2D7DC	aidan.holmes@gensek.co.uk	01159123457	1 Street Road, NG1 1AA	10934568	
1507	Test Company DCA37F	Mr Testson Cust-D1A37Ftest	Test.DCA37FAS-CB37-49DD-uy4A-446600F4wevet67Agtest.net	01159123432	1 Street Road, NG1 1AA	10999604256	
1515	NewSales	Mr John Test 4	aidan.holmes@gensek.co.uk	07123337811	Company Address Line 2, NG12 2DD	1100022870908	
1516	NewSales	Mr New Sales File Test 3	1new1esfile@gensek.co.uk	07123337811	Company Address Line 2, NG12 2DD	1591046416167	
1524	Test Company 5A9FE1	Mr Haydn Cust-5A9FE1E	Test.5A9FE1E7-76C6-4FF7-A31B-5386D04496AC@trest.net	01159123456	1 Street Road, NG1 1AA	10999372846	
1550	Test Company 7078D0	Mr Haydn Cust-7078D04	Test.7078D04A-E315-4CBA-92D9-1E111D233A0D@ttest.net	01159123456	1 Street Road, NG1 1AA	1099972073	
1633	Hydro Plant	Emily	Emily@HfTestAccount.com	07002540000	36 Short Road, SS15 1ES	1640000396394	
1765	Fewertree Limited	Mr Stephen Callaby	Stephen.Callaby@goodenergy.co.uk		Fewer-Tree, W6 7NL	1200052070461	
6160	Test Company 7D9C8C	Mr HH Test	test.test@gensek.co.uk	0123456789	12 hamlet Street, NG12 4EQ	1160000006160	

After you log in, you'll see the Select Account page. This shows a list of all your sites that are supplied by Good Energy.

Each site is listed as a separate account, with summary of the following details:


- Account ID
- Company Name
- Primary Contact
- Primary Email
- Primary Phone
- Site Address
- Meter Point (MPAN number)

Simply select 'view' to see the full details of a particular site.


Single Site Account customers: If you are a single site account customer, you will not see this screen, and will instead be taken through to Account Summary, shown on page 3 of this document.

Billing Account customers: You will see a Site Accounts button on this page – allowing you to view any of the sites associated with your account.

Account Summary


My Account

hello mr test dualfuel




electricity

Meter Point Number
9910000001501

you're currently on
renewed 4 year fixed rate

tariff type:	fixed
unit rate - any time:	12 p/kWh
unit rate - day consumption:	10 p/kWh
unit rate - night consumption:	4.1 p/kWh
unit rate - right consumption:	4.1 p/kWh
standing charge:	25 p/day
ends on:	13/07/2021



gas

Meter Point Number
9910001501

you're currently on
renewed 4 year fixed rate

tariff type:	fixed
standing charge:	25 p/day
ends on:	13/07/2021


1501

1 Test Street
Teston
LNU 75H

GoodEnergyTest@Enes.co.uk

Update personal details


Update password



meter readings

You can submit your meter readings here


[Submit a reading](#)



my bills

You can view all your bills here

[My Bills](#)



documents

View Documents

[Documents](#)

When you select the account you want to review you enter the Account Summary page.

This displays:

- **Details of your electricity tariff with Good Energy** (if the site has power supply)
- **Details of your gas tariff with Good Energy** (if the site has gas supply)
- **Primary account contact details**


Use this page to access the different functions that allow you to manage your account, including:

- **Meter Readings**
- **My bills**
- **Documents** (including your statements and credit notes)
- **Account Balance**

Once you have finished on this page you can select another of your accounts by:

- Selecting 'Account Selection' in the menu on the top right of the screen
- Clicking the back arrow on the browser tab

Account Balance



electricity

Meter Point Number
116000006160

you're currently on
standardvariable

tariff type	variable
unit rate - export summer offpeak week	2 p/kwh
unit rate - export summer offpeak weekend	2 p/kwh
unit rate - export summer peak	2 p/kwh
unit rate - export winter offpeak week	2 p/kwh
unit rate - export winter offpeak weekend	2 p/kwh
unit rate - export winter peak	2 p/kwh
standing charge	0.5 p/day

6460

023456789

12 format Street
N012 45G


GoodEnergyTest@Enesol.co.uk

test.test@enesol.co.uk

Update personal details

Update password


meter readings



You can submit your meter readings here

Submit a reading


my bills



You can view all your bills here

My Bills


account balance



Current Balance

£24.81

documents




View Documents

Documents

This is where you can view your current account balance.

My Bills


My Account

my bills

Here are the bills for your usage

Reference	Type	From	To	Created	Amount	Balance	PDF
20506	Bill	11 Apr 2021	10 May 2021	10 May 2021	60.16	624.81	Generate
20507	Bill	3 Jan 2019	10 Apr 2021	10 Apr 2021	64.36	624.05	Generate
20505	Bill	1 Jan 2019	2 Jan 2019	11 Mar 2021	620.30	620.30	Generate
20620	Credit	1 Jan 2019	31 Jan 2019	11 Mar 2021	-6418.68	60.00	
20524	Bill	1 Jan 2019	31 Jan 2019	11 Mar 2021	6418.68	6418.68	Generate


[Back to Account](#)

To view your bills, select 'My Bills' on the Account Summary page.

On the My Bills page, you'll be able to see all the bills associated with the site you've selected, including a link to view and download the full bill.


For more information about how key information is displayed on your Good Energy statement, go to our [How To Read My Bill page](#).

Provide a meter reading


My Account

submit a meter reading

You're submitting a meter reading for **1 Street Road Second Line**



electricity
Meter Point Number
10000072073

Previous reading: 00010 (Actual)
1

0 0 0 1 0

Meter serial number: TESTPROCESS1
Data reading obtained

2021-07-02

[Submit Reading](#)

[Back to Account](#)

To submit a meter reading, please select Meter Readings on the Account Summary page

Once here you can enter your latest meter reading to make sure you receive accurate bills.

Please note, the last read you provided to Good Energy will appear on this screen. Please overwrite this with your new meter reading details.

Update your account details

contact details

Phone
0223456789

Mobile

Preferred Contact Email
test.test@norsk.co.uk

Cancel Update

meter readings

You can submit your meter readings here

Submit a reading

my bills

You can view all your bills here

My Bills

account balance

Current Balance

£24.81

documents


View Documents

Documents


It's important that we have up to date contact details for you. To check and edit your personal information, select the Update Personal Details link on the Account Summary page.

- A Contact Details window will appear, allowing you to update:
 - Phone number
 - Mobile number
 - Preferred contact email address

Good Energy news


My Account

view documents

Name	Document type	Created	
 renewal.pdf	ContractPack	18/09/2020 10:51:44+0100	View

Back to Account

To read news and updates from Good Energy, select 'Documents' on the Account Summary Page.

Anything else we can help with?

If you have any other queries about using your online account or reading your energy statements, please go to our [FAQs page](#). For further support, please email us at sme-support@goodenergy.co.uk.