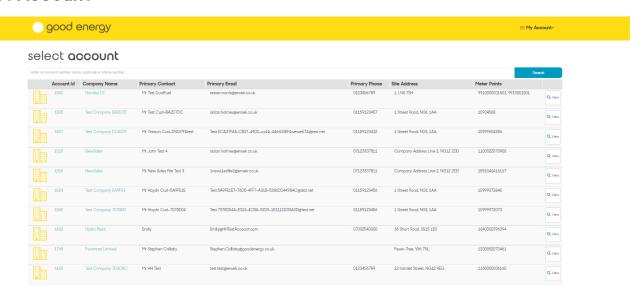


# How to use your online account



#### **Select Account**



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)

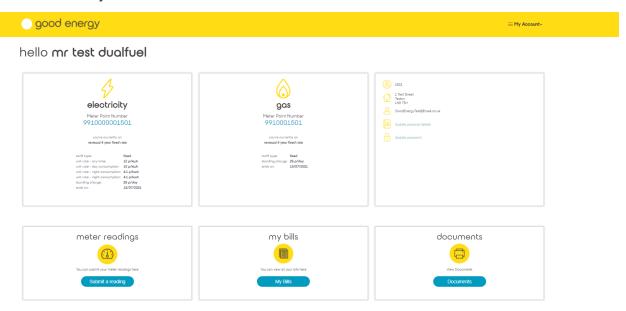
Simply select 'view' to see the full details of a particular site.

**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**



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:

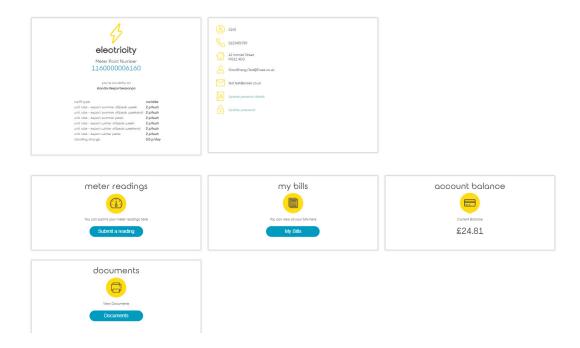
- Meter Readings
- · My bills
- Documents (including your statements and credit notes)
- · Account Balance

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**



This is where you can view your current account balance.

### My Bills



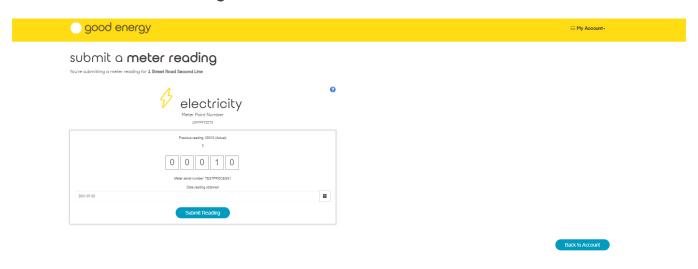
To view your bills, select 'My Bills' on the Account Summary page.

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



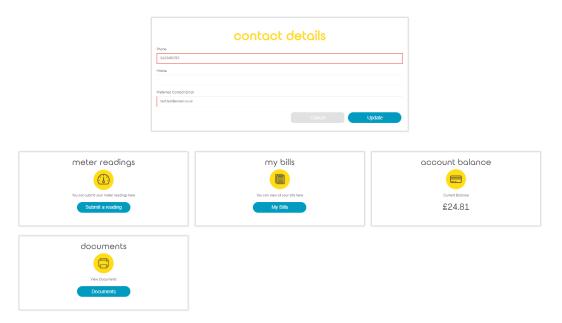
To submit a meter reading, please select Meter Readings on the Account Summary page

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



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**



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**.