



# Energia Online User Guide

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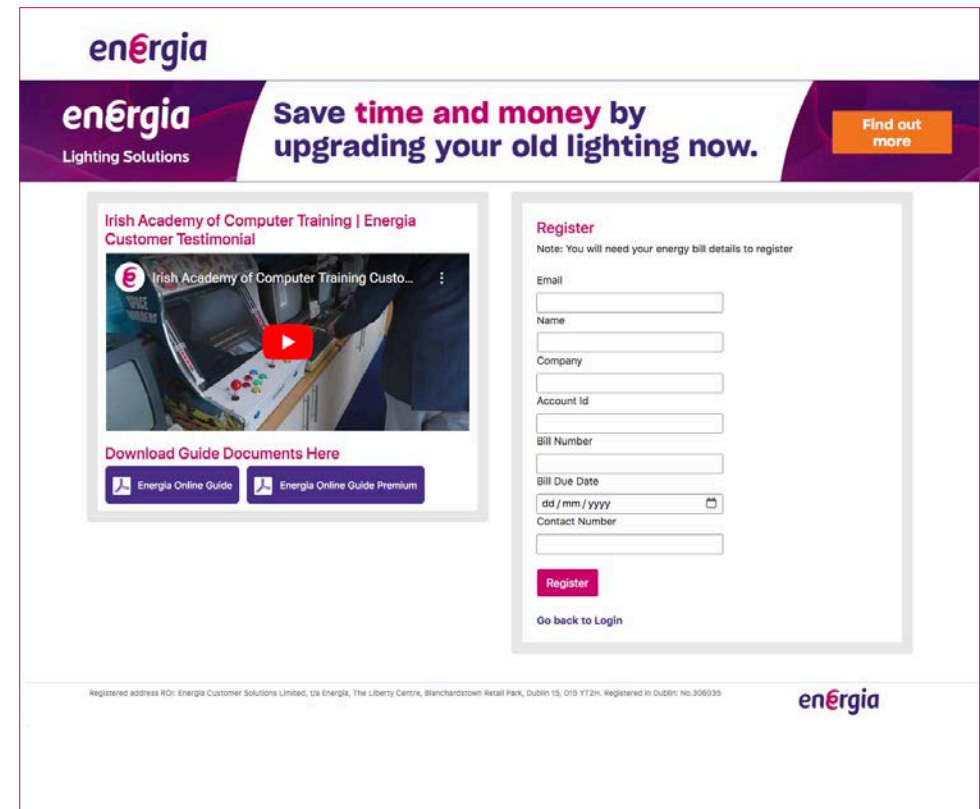
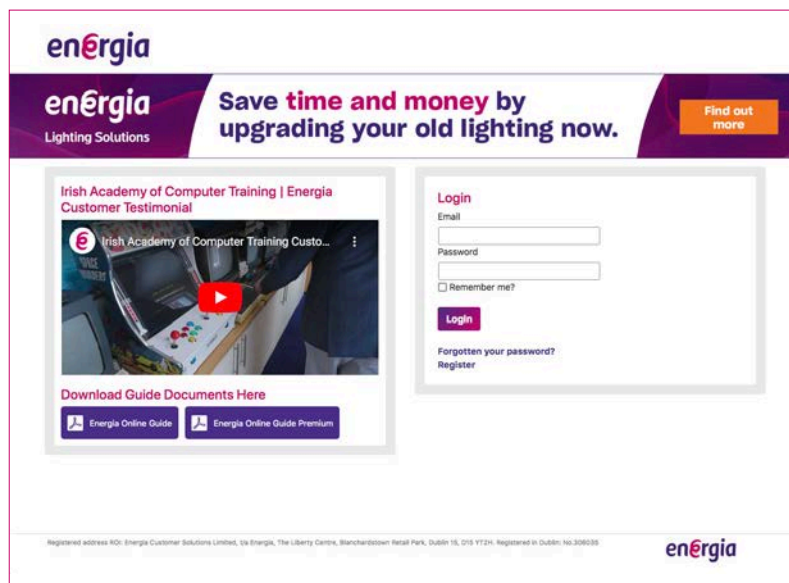
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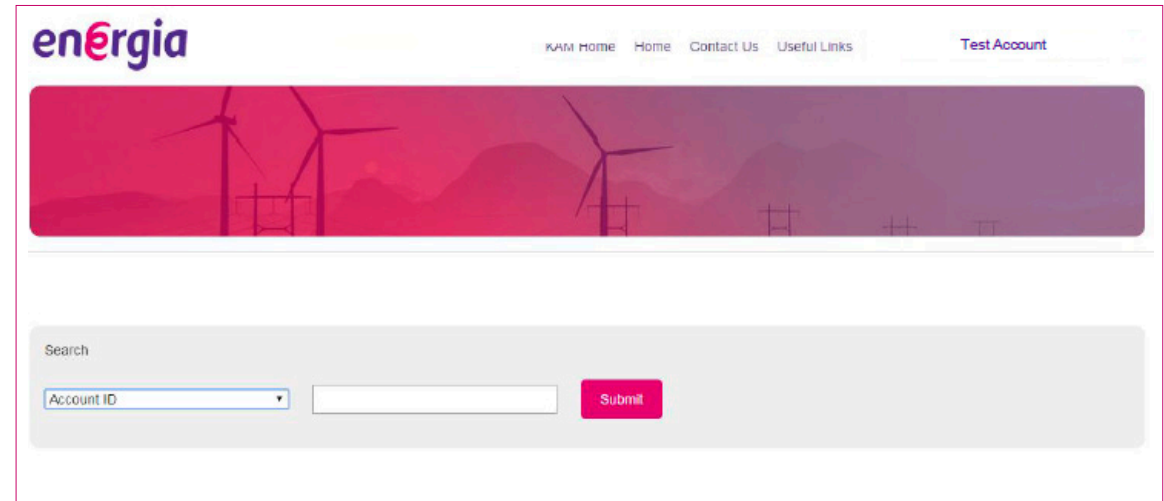
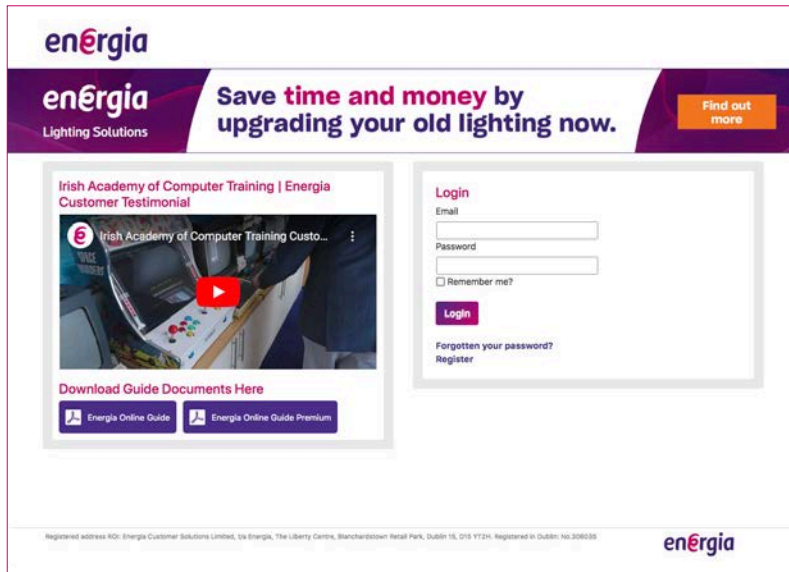
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It is possible to register for access to Energia Online via the Energia homepage or type <https://www.energia-online.co.uk/Login> into your address bar.



- ▶ 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.

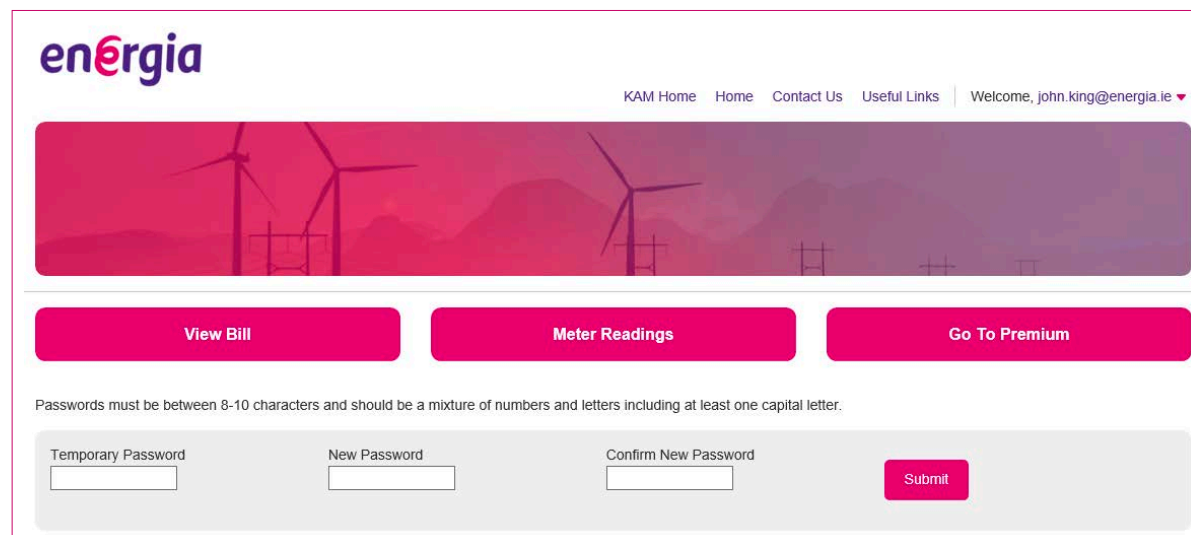
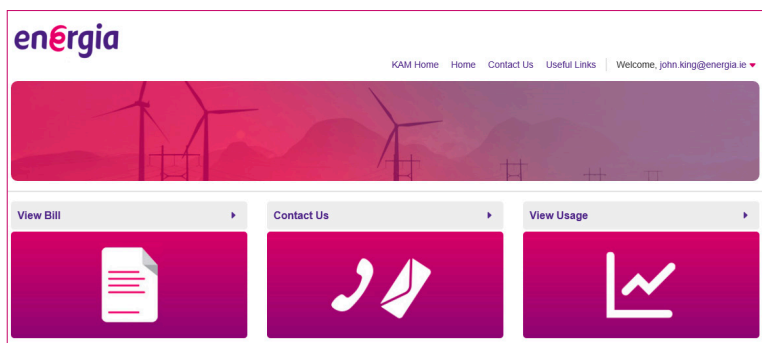


▶ Login using your email address and the temporary password, which you will have received after registering.

▶ 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.

- ▶ 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.

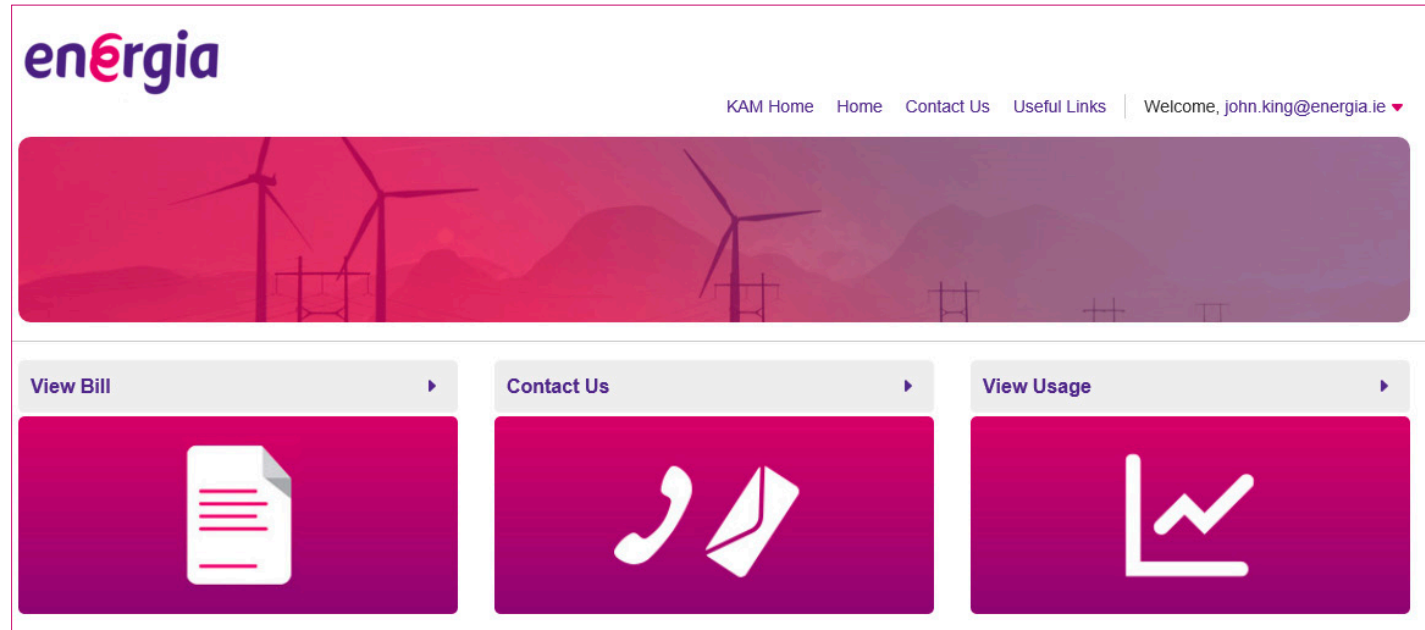
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# Energia Plus

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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.

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**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**

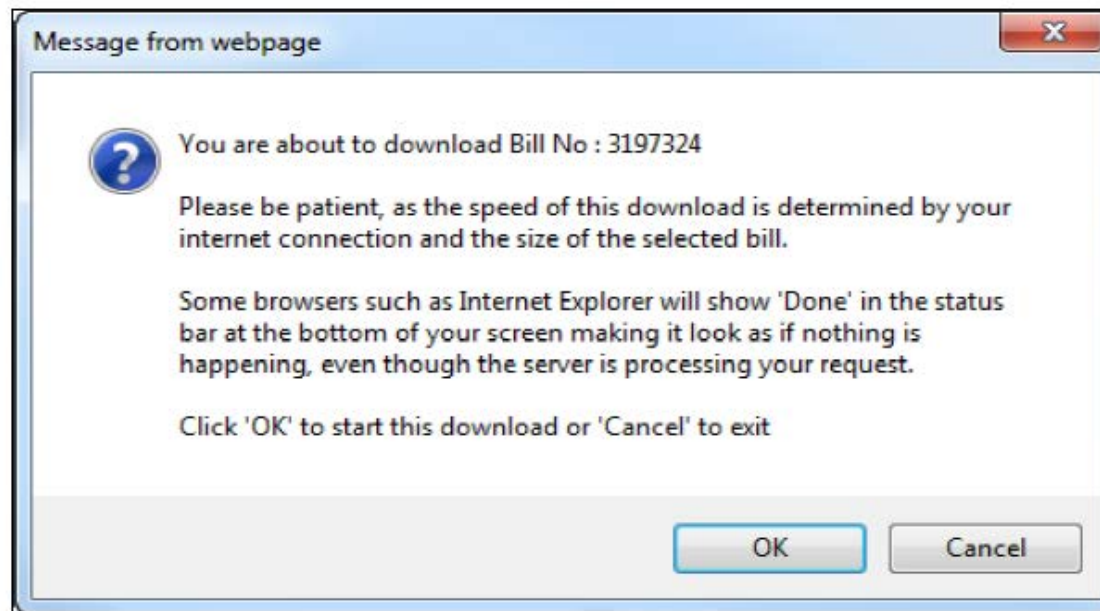
MPRN/GPRN	Meter number	Site Address	Read type	TOU	Start read date	End read date	Start read	End read	Consumption
66387221	66387221	...	Estimate	Rol - MD Normal	31/10/2019	30/11/2019	2.502	0	0
66387221	66387221	...	Estimate	Rol - Cumulative MD Normal	31/10/2019	30/11/2019	389.105	0	0
Z00006537	Z00006537	...	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.

▶ If you need to quickly check your bill amount and payment options without downloading simply click **“View Summary”**.

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

Accounting Period	Account ID	Account Name	Total Bill Amount	Total Payment Amount	Total Correction Amount	Total Adjustment Amount
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€1,203.21	€-1,012.69	€0.00	€0.00
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€134,090.89	€0.00	€0.00	€0.00
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€16,268.66	€-8,679.52	€0.00	€0.00
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€67,688.17	€0.00	€0.00	€0.00
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€12,264.56	€0.00	€0.00	€0.00
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€34,966.67	€0.00	€0.00	€0.00
DEC 2019	123456789	ENERGIA OPERATIONALS LTD	€12,809.45	€0.00	€0.00	€0.00

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 'energia' website interface for the 'Meter Readings' section. At the top, there is a navigation bar with links for 'KAM Home', 'Home', 'Contact Us', and 'Useful Links', along with a user greeting 'Welcome, john.king@energia.ie'. Below the navigation is a large banner image featuring wind turbines. A row of three buttons is displayed: 'View Bill' (pink), 'Meter Readings' (dark blue, currently selected), and 'Go To Premium' (pink). The main content area contains a text instruction: '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 this is a search form with a text input field labeled 'View MPRN/GPRN', a 'View' button, and a 'Submit' button. To the right of the search form is a dropdown menu for 'Select number of records per page' set to '20'. Below the search form are two tabs: 'Meter Reads' and 'Latest Meter Read'. At the bottom of the interface 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.

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:

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
<a href="#">MPRN/GPRN</a>	66387221	<a href="#">MORTON STATION, BARNES ROAD, BARNES, ON</a>	Regular	RoI - MD Normal	30/09/2019	31/10/2019	0	2.502	150.12
<a href="#">MPRN/GPRN</a>	66387221	<a href="#">MORTON STATION, BARNES ROAD, BARNES, ON</a>	Regular	RoI - Cumulative MD Normal	30/09/2019	31/10/2019	0	389.105	23346.30
<a href="#">MPRN/GPRN</a>	Z00006537	<a href="#">MORTON STATION, BARNES ROAD, BARNES, ON</a>	Regular	RoI - kVArh (Wattless)	30/09/2019	31/10/2019	27735	27835	6000

- ▶ To submit a Meter Read, enter the MPRN/GPRN and select **'Submit'**, You will be provided with an overview of the Meter Serial Number, Meter Read Sequence, Timeslot and enable you to enter your Meter Read.

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View Bill Meter Readings Go To Premium

A maximum of 3 years worth of data can be viewed.

Start Date : (dd/mm/yyyy) 27/10/2018 End Date : (dd/mm/yyyy) 27/11/2019 Filter By : -No Filter- MPRN/GPRN/AccountID :

Submit

Select number of records per page 20 ▼

Account Sites

Select/Deselect ALL Accounts  Select/Deselect ALL Accounts shown below

Account ID	Account Name	Billing Address	Selected?
12345678	1234 Power Station LTD	1234 Power Station LTD, 1234 POWER ROAD, WARR, CO. WEXFORD, WEXFORD	<input checked="" type="checkbox"/>
87654321	THE WARRINGTON LANE METAL CO LTD	THE WARRINGTON LANE METAL CO LTD, 12345 AVENUE, 123456789, WARRINGTON, WARRINGTON	<input checked="" type="checkbox"/>

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.

energia 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 (comment area): Aug 2014

Display on Screen  Export to CSV

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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 (comment area): Aug 2014  Display on Screen  Export to CSV

Account	Account Name	Site Address	WPRN_or_GPRN	Consumption Month	Rates Schedule	Day Units	Total Units
	TEST ACCOUNT			AUG-2014	GP	8.90	0.00
				JUL-2014	GP	8.90	0.00

- ▶ 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															

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

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