

A man with short brown hair and a beard, wearing glasses, a dark blue suit jacket, a light blue striped shirt, and a dark blue tie with white polka dots. He is looking down at a laptop screen, which is partially visible in the lower left. The background is a bright, out-of-focus office setting.

Welcome to

Dashboard

A comprehensive guide to your new online account management portal. Find out how Dashboard can help you and your business in 7 easy steps.

npower

**Business
Solutions**



1

**Account
overview**

1

Account Overview

Dashboard is an easy-to-use, intuitive online account management system for your npower Business Solutions (nBS) gas and electricity contract(s). This overview page gives you an upfront summary of some key areas of your account(s).

1 Display options

Display options allow you to select which account features you want displayed on your 'Overview' page (examples given in blue boxes on the right).

2 Renewals

An 'at a glance' summary of any contracts due for renewal in the next six months.

The screenshot shows the npower Business Solutions Dashboard. The top navigation bar includes 'Overview', 'Customer information', 'Meters', 'Invoice & payments', 'Contact us', 'Quotes', and 'Products & contracts'. The user is logged in as 'Gemma Cleaves'. The 'Overview' section provides a summary of account details for 'Test Customer_25416 | Test_7609'. The 'Company statistics view' includes a 'Display options' sidebar (callout 1) with checkboxes for Finance/Contracts, Customers, Meter reads due, and Queries. The main area shows 'Total balance' (£77.41), 'Accounts' (3), 'Sites' (3), 'Gas meters' (2), and 'Electricity meters' (1). A 'Renewals' table (callout 2) lists contract numbers, products, start dates, and end dates. 'Meter reads' (callout 3) are shown for Gas (0) and Electricity (0). 'Queries' (callout 4) and 'Meter queries' are also displayed, both showing 0 for npower and Customer.

3 Meter reads

This section allows you to see a quick summary of which gas and/or electricity meter reads are due.

4 Queries

Here you will find a summary of any queries you have raised, including the status of each query type and response required e.g. from you or npower Business Solutions (nBS). Any meter specific queries will be displayed separately.

Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at [npower.com/business-solutions/your-account/glossary](https://www.npower.com/business-solutions/your-account/glossary) for a full explanation.

2

Meters



2

Meters

Sending and accessing meter read information has never been easier. Our metering page allows you to manage your readings, view and download consumption data, and register your interest in Smart metering.

1 Account search

You can search for meter information relating to different gas or electricity accounts by account name or number, site address, MPAN or MPRN (you can find all this information on your contract or invoice).

2a Submitting individual meter reads

Select 'Submit meter reads' to submit individual meter reads. You can search for your meters by MPAN, MPRN, MSN, address or postcode.

2b Submit meter queries

Click here to submit a query about your meter via an easy to use form. You can then visit the 'Queries' tab to track the progress and view responses.

Meter read – to help you manage your spend and ensure accurate invoices, our intelligent systems will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

1

2a

2b

3a

3b

Meters

Sending and accessing meter read information has never been so easy. Submit individual site readings or upload multiple in one go. For more information on how to read a meter, please see our [guide](#). We will endeavour to include the reading(s) you provide on your invoice. However, there may be circumstances where we are unable to do so.

Accounts:

Account number/name, MPAN/MPRN, Address

Fuel type	Account number	Parent	Account name	MPAN/MPRN	Site address
Gas	A0007044441	Test Account 19368	Test Account 19368	49907110	Test_439444, Npower - Cogen Court, 151 Cranmore Boul, Shirely, B63 3JP
Gas	A0007044442	Test Account 19369	Test Account 19369	9150654406	Test_382599, Npower - Cogen Court, 151 Cranmore Boul, Shirely, Birmingham, B90 4LN
Electricity	A2372222	Test Account 23318	Test Account 23318	2380000053740	Test_518440, Npower - Cogen Court, 151 Cranmore Boul, Shirely, Birmingham, B90 4LN

Selected accounts

Test Account 19368 A0007044441 49... x Test Account 19369 A0007044442 91... x Test Account 23318 A2372222 23800... x

Submit meter reads

Bulk meter reads

If you have more than 10 sites

Download consumption

for IRI and DM sites

View consumption data

for NHH and NDM sites

View previous meter reads

latest 12 months meter readings

Submit meter queries

for any Meter or Smart Meter Queries

Business Solutions Smart metering

register your interest

SUBMIT METER READS | BULK UPLOAD

Keyword: _____ Fuel Type: Gas Electricity

Search by:

METER POINT	PREVIOUS READ	CURRENT METER READ
<p>3a</p> <p>MPRN: 7762874988 MSN: MDGAS0022 Address: Morissette Manufacturing B91 3ES</p>		<p>* Meter Read Date: <input type="text"/></p> <p>* Standard Meter Reading: <input type="text" value="e.g. 1234567"/></p> <p><small>Max length: 7 digits</small></p>
<p>MPRN: 1178276344 MSN: MDGAS0023 Address: Morissette Manufacturing B91 3ES</p>	<p>3b</p> <p>Date: 25/04/2019 Meter Read: 7100 kwh Status: Accepted</p>	<p>* Meter Read Date: <input type="text"/></p> <p>* Standard Meter Reading: <input type="text" value="e.g. 1234567"/></p> <p><small>Max length: 7 digits</small></p>

Submit All

1/1

3a

Your gas or electricity meter details are listed here (and continued on further pages if more than two).

3b

See the date and volume of any previously submitted meter reads, and also the status (see below).

Meter status types

- Processing – with our Customer Service Team, and will appear on your account momentarily
- Processed with errors
- Success – meter reading successful
- Error – we have been unable to validate your reading, please double check your data, and resubmit, or raise a metering query

Bulk upload meter read options explained on the next page.

Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at npower.com/business-solutions/your-account/glossary for a full explanation.

4 Submitting bulk meter reads

Select 'Bulk upload' for a simple way to send us multiple meter reads.

5 Completing the Bulk upload template

Please select 'Download template' to get our easy to use template to submit bulk meter reads.

Meter read – to help you manage your spend and issue accurate invoices, our intelligent systems will flag any meter reads that fall outside your expected consumption for that invoicing period. If there is an error with your submission, please submit a meter query.

The screenshot shows the 'SUBMIT METER READS' interface with a 'BULK UPLOAD' tab selected. Below the tab are two buttons: 'Download Template' (marked with a red '5') and 'Upload Template' (marked with a red '6'). Below the buttons is a table with the header 'No data to show.' Below that is an Excel spreadsheet template with the following columns: MPAN/MPRN, Meter Serial Number, Date of Reading, Meter Register ID, Reading, and Sequence Type. The spreadsheet is open in Microsoft Excel, and the 'Number' format is selected for the 'MPAN/MPRN' column (marked with a red '5a').

MPAN/MPRN	Meter Serial Number	Date of Reading	Meter Register ID	Reading	Sequence Type
Enter MPAN/MPRN	Enter Meter Serial Number	xx/xx/xxxx	01 / R1 etc (read for each register on a separate line)	Enter read	Normal/First/Last

5a

5a Metering sequence type

FIRST – please use this code if you have opened a new account with us, and this is your first meter reading.

5b

NORMAL – please use this code if you have provided us with meter reading before (if this is not your first or last meter reading, and you are part-way through your contract with us).

LAST – please use this code if you are closing your account with us, and this is your last meter reading.

5b

Please note, you will need to update the formatting of the column detailing your MPRN/MPAN to number with no decimal places.

6

Select 'Upload template' when you are ready to submit your completed bulk meter read template.

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3

**Invoices &
payments**

3

Invoices & payments

Business invoicing made simple. Everything you need to manage your invoicing in one place. View your transaction history and make payments with ease.

1 Account search

Search for invoice and payment details by account number or name, MPAN, MPRN or address (you can find all this information on your contract or invoice).

2 Downloading Invoices

View and download PDF copies of invoices, payment confirmations and credit notes.

3 Search for transactions

To help you find specific invoices, payment or credit information, you can search by keywords or the relevant data range.

4 Making payments

Make a payment using a credit or debit card.

5 Keyword search

Search here for invoices, credits and payments across all of your accounts.

Invoice & payments

Business invoicing made simple. Everything you need to manage your invoicing in one place. View invoices and credit notes, monitor your payments and transactions and create summary reports with ease.

Accounts

Account number/name, MPAN/MPRN, Address

M&D Standalone Customer

Search for transactions

Account %	# Overdue Invoices %	# Due Invoices %	Balance %
000007002 - Morissette Manufacturing	5	5	€16,149.11

Account History Overdue Invoices Due Invoices

Search by: Keyword From Date To Date Document Type

Search by: Invoices Payments Credits

Transaction Reference %	From Date %	To Date %	Issue Date %	Transaction Amount %	Status %	Total Paid %	Outstanding Balance %
185 - Credit	N/A	N/A	05/12/2018	€5,872.73	N/A	N/A	N/A
00094082 - Invoice	01/04/2018	30/04/2018	07/11/2018	€331.16	Due	€0.00	€331.16
000004336 - Invoice	01/07/2018	31/07/2018	03/08/2018	€191.20	Paid	€191.20	€0.00
000905291 - Invoice	01/08/2018	31/08/2018	03/09/2018	€179.71	Due	€0.00	€179.71
000007219 - Invoice	01/09/2018	30/09/2018	03/10/2018	€180.78	Due	€0.00	€180.78
IN00012810 - Invoice	01/12/2018	31/12/2018	05/01/2019	€5,879.28	Paid	€5,879.28	€0.00
000000611 - Invoice	01/10/2017	31/03/2018	04/04/2018	€4,924.90	Paid	€4,924.90	€0.00
000001093 - Invoice	01/04/2018	30/04/2018	03/05/2018	€504.06	Paid	€504.06	€0.00
000001808 - Invoice	01/05/2018	31/05/2018	02/06/2018	€363.77	Paid	€363.77	€0.00
000002545 - Invoice	01/06/2018	30/06/2018	03/07/2018	€232.18	Paid	€232.18	€0.00

TOTAL BALANCE -€5,879.28

Confused by any industry jargon?

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3

Invoices & payments

Group Accounts

6 Parent paypoint

View parent pay point accounts within the account selection tool.

7

The link between accounts and parent pay points is visible here.

8

If an account is linked to a parent pay point, your invoices and balance are held against the parent account.

9

If an account is not linked to a parent pay point, your invoices and balance are held against this account.

Overview Customer information Meters Invoice & payments Contact us Quotes Products & contracts

Invoices & payments

Business invoicing made simple. Everything you need to manage your invoicing in one place. View invoices and credit notes, monitor your payments and transactions and create summary reports with ease.

Accounts

Account number/name, MPAN/MPRN, Address

<input type="checkbox"/>	Fuel type %	Account number	Parent	Account name	MPAN/MPRN	Address
<input type="checkbox"/>	Electricity	A0007068038	TestAccountParent	PARENT		
<input type="checkbox"/>	Electricity	A0007067067	A0007068038	TestAccount0001	1592009612807	WATER TRAINING INTERNATIONAL, BURN HALL, TOLLERTON ROAD, HUBY, YORK, YO61 1JB
<input type="checkbox"/>	Electricity	A0007068153	A0007068038	TestAccount0001	1500061510784	4, CHESTNUT COURT, TOFT HILL, BISHOP AUCKLAND, DL14 0TG
<input type="checkbox"/>	Electricity	A0007068140	TestAccount0001	TestAccount0001	1591013884600	1 RED COTTAGES;1 BUFF COTTAGES, MURTON WAY, MURTON, YORK, YO19 6UJ
<input type="checkbox"/>	Electricity	A0007068740	TestAccount0001	TestAccount0001	1591013883234	17, THIRKLEBY WAY, YORK, YO10 3PY
<input type="checkbox"/>	Electricity	A0007069045	TestAccount0001	TestAccount0001	1411013491002	WORCESTER LODGE, WORCESTER ROAD, GREAT WITLEY, WORCESTER, WR6 6JT
<input type="checkbox"/>	Electricity	A0007069137	Parent Account02	PARENT		
<input type="checkbox"/>	Electricity	A0007068163	A0007069137	TestAccount0001	1411024022001	28, LLANDILO STREET, GLOUCESTER, GLOUCESTERSHIRE, GL1 4SU

TestAccount0001

Download billing data Search all accounts

Account %	# Overdue invoices %	# Due invoices %	Balance %
A0007068038 - TestAccountParent	16	20	£6,317.75
A0007067941 - TestAccount0001	8	This is not a pay point account	N/A
A0007068153 - TestAccount0001	This is not a pay point account		N/A
A0007068140 - TestAccount0001	0	0	£0.00
A0007068740 - TestAccount0001	6	7	£1,260.76
A0007069045 - TestAccount0001	2	2	£119.56
A0007069137 - Parent Account02	This is not a pay point account		N/A
A0007068163 - TestAccount0001	4	4	£625.18
A0007068438 - TestAccount0001	6	6	£7,755.39
A0008068159 - TestAccount0001	0	0	£0.00
TOTAL BALANCE			£16,213.19

10

Access your bulk invoicing data and download one file for all invoices created for specific days.

11

Download a Bill Summary report here to view a granular breakdown of your invoicing data.

12

There are no invoices under a parent pay point account. This means it is not expandable.

13

You can only make a payment against an account that has an outstanding balance.

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3

Invoices & payments

Group Accounts

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Invoices are only visible if a user has access to the account set up. Initially you will only be able to download invoices produced after the date you first received access to Dashboard. For example, if you gained access to the platform on 1st January, any invoices issued prior to this date will show 'Error on PDF' when selected.

15

There is more information available for pay point accounts than any other accounts

Account %	# Overdue Invoices %	# Due Invoices %	Balance %
A0007068038 - TestAccountParent	16	20	£6,317.75
A0007067941 - TestAccount0001	This is not a pay point account		N/A

Transaction reference %	From date %	To date %	Issue date %	Transaction amount %
IN00199677 - Invoice	01/08/2020	31/08/2020	26/11/2020	£1,501.80
IN00191350 - Invoice	01/08/2020	31/08/2020	07/10/2020	£1,522.87
IN00191104 - Invoice	01/07/2020	31/07/2020	07/10/2020	£1,525.65
IN00191101 - Invoice	01/06/2020	30/06/2020	07/10/2020	£1,393.23
IN00199916 - Invoice	01/11/2020	30/11/2020	04/12/2020	£1,618.48
IN00210871 - Invoice	01/12/2020	31/12/2020	06/01/2021	£282.76
IN00198213 - Invoice	01/09/2020	30/09/2020	04/11/2020	£1,463.08
IN00198215 - Invoice	01/10/2020	31/10/2020	04/11/2020	£1,673.00
IN00199670 - Invoice	01/06/2020	30/06/2020	26/11/2020	£1,372.85
CR00191101 - Credit	N/A	N/A	26/11/2020	£1,393.23

14

Account %	# Overdue Invoices %	# Due Invoices %	Balance %
A0007068140 - TestAccount0001	0	0	£0.00
A0007068740 - TestAccount0001	6	7	£1,280.76

Transaction reference %	From date %	To date %	Issue date %	Transaction amount %	Status %	Total paid %	Outstanding balance %
IN00197650 - Invoice	01/09/2020	30/09/2020	03/11/2020	£129.62	Due	£0.00	£129.62
IN00197655 - Invoice	01/08/2020	31/08/2020	03/11/2020	£109.46	Paid	£109.46	£0.00
IN00197657 - Invoice	01/06/2020	30/06/2020	03/11/2020	£10.53	Due	£0.00	£10.53
IN00197656 - Invoice	01/07/2020	31/07/2020	03/11/2020	£112.46	Paid	£112.46	£0.00
IN00199942 - Invoice	01/11/2020	30/11/2020	03/12/2020	£204.31	Due	£0.00	£204.31
IN00210885 - Invoice	01/12/2020	31/12/2020	06/01/2021	£513.46	Due	£0.00	£513.46
IN00201832 - Invoice	01/10/2020	31/10/2020	02/12/2020	£180.92	Due	£0.00	£180.92
IN00196565 - Invoice	01/10/2020	31/10/2020	04/11/2020	£180.92	Paid	£180.92	£0.00
IN00199659 - Invoice	01/07/2020	31/07/2020	26/11/2020	£112.46	Due	£0.00	£112.46
IN00199652 - Invoice	01/08/2020	31/08/2020	26/11/2020	£109.46	Due	£0.00	£109.46

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4

Contact us



4

Contact us

If you need help with anything, the 'Contact us' section allows you to log and track your queries.

1 Account search

You can search for existing queries by your account number or name, MPAN, MPRN or address (you can find all this information on your contract or invoice).

2

These options show the status of your query:

- **npower Business Solutions action:** if this box is ticked, your query is with us and we are working on a solution
- **Customer action:** if this box is ticked, we require some more information from you to help us resolve your query
- **Closed:** if this box is ticked, your query has been resolved (please note, queries are only closed once you are satisfied with the resolution)

The screenshot shows the 'Contact Us' page with the following elements:

- 1 Accounts:** A search bar for 'Account number/name, MPAN/MPRN, Address'.
- Your Queries:** A button to 'View your current & previous queries.'
- Raise New Query:** A button to 'Contact our customer service team regarding a new query.'
- Your Queries (Table):** A table with search filters and a list of queries.

Account/Customer %	Query Type %	Query Reference %	Created Date %	Status %	
000007002 - Morisette Manufacturing	Invoice & Billing	QRYINV-6314	10/01/2020	Open	⋮
000007002 - Morisette Manufacturing	Meters	QRYMET-2611	10/12/2019	Open	⋮
000007002 - Morisette Manufacturing	Complaint	QRYCMP-2004	10/12/2019	Open	⋮
000007002 - Morisette Manufacturing	Moving Premises	QRYMOV-2008	10/12/2019	Open	⋮
000007002 - Morisette Manufacturing	Meters	QRYMET-2610	10/12/2019	Open	⋮

Information about how to use the Raise New Query tab explained on the next page.

3

3

View more detail about each query, including a detailed history of related correspondence between you/your team and our Customer Service Team.

Confused by any industry jargon?

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4 Raising a new query

Select from a choice of topics to ensure you direct your query to the most relevant member of our Customer Service Team.

Please remember to attach any supporting documents or images that will help us to understand your query fully. We aim to respond to you within two working days – so don't forget to log back in to check for any messages from us.

4 Choose a Query Type

Invoice & Payments  <ul style="list-style-type: none">• Query on your bill• Duplicate invoice request• Invoice not received	Change of Details  <ul style="list-style-type: none">• Site address change• Contact details change• Address amendment	Queries on Existing Meters  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange	New Connections  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange
Moving Premises  <ul style="list-style-type: none">• Site address change• Contact details change• Address amendment	Complaint  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange	Other  <ul style="list-style-type: none">• Non-emergency fault• Meter relocation• Meter exchange	

Please consult our [Please review our Complaint Policy](#)

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5

**Products &
contracts**

5

Products & contracts

Easy access to all your product and contract information in one place. You can also check your contact documentation, terms and conditions and renewal dates, update details and check out other product options.

1 Account search

Search for your current gas and/or electricity contracts by account name or number, MPAN, MPRN or address (you can find all this information on your contract or invoice).

2 Download contract details

Click here to download contract details and terms and conditions in PDF format.

Only users with access to all accounts, including invoicing, will be able to download copies of contracts.

3 Contract details

Select here to request to change or update your contract details. You can then track the progress in the 'Queries' tab

4 My Contracts

This displays a list of all your previous and current contracts with us.

Products & Contracts

Easy access to all product and contract information in one place. Your terms and conditions, renewal dates, product ranges and prices. You can also search and download records, both current and historical.

Accounts

1 Account number/name, MPAN/MPRN, Address

MY CONTRACTS AVAILABLE PRODUCTS

Search by: From Date To Date Product Name

Gas Electricity

Product Name	Contract # ¹	Start Date ¹	End Date ¹	# of Sites ¹	Download	Contract Details
Gas	Q00031676	11/03/2019	10/03/2020	1	2 Contract T&Cs	3
Gas	Q00033702	01/04/2019	31/03/2020	1	Contract T&Cs	
Electricity	Q00034829	01/04/2019	31/12/2020	2	4 Contract T&Cs	
Electricity	Q00034829	01/04/2019	31/12/2020	2	Contract T&Cs	
Electricity	Q00034830	01/04/2019	31/12/2020	2	Contract T&Cs	

Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at npower.com/business-solutions/your-account/glossary for a full explanation.

5 Available Products

This section provides links to further information if you are looking for additional support when buying, managing or generating energy.

5

The screenshot shows the nPower Business Solutions Dashboard. The top navigation bar includes 'Overview', 'Customer information', 'Meters', 'Invoice & payments', 'Contact us', 'Quotes', and 'Products & contracts'. The 'Products & contracts' section is active, displaying a table of accounts and three product categories: Buying Energy, Managing Energy, and Generating Energy.

Fuel type %	Account number	Parent	Account name	MPAN/MPRN	Site address
Electricity	A0007046750	PT000_E35R5		1714634458100	45, NORTH DEESIDE ROAD, ABERDEEN, AB15 9QB

MY CONTRACTS | **AVAILABLE PRODUCTS**

Buying Energy

We offer a range of gas and electricity contracts to new and existing customers. From straight-forward fixed contracts that help with budget certainty, to sophisticated flexible contracts that enable you to manage your price risk.

[Find out more](#)

Managing Energy

Energy HQ brings together in-house market-leading expertise and the latest industry innovations to offer you a comprehensive suite of integrated tools and services. There is no 'one size fits all' approach to managing your energy, but our Energy HQ experts have the knowledge to help you access the right support for your business.

[Find out more](#)

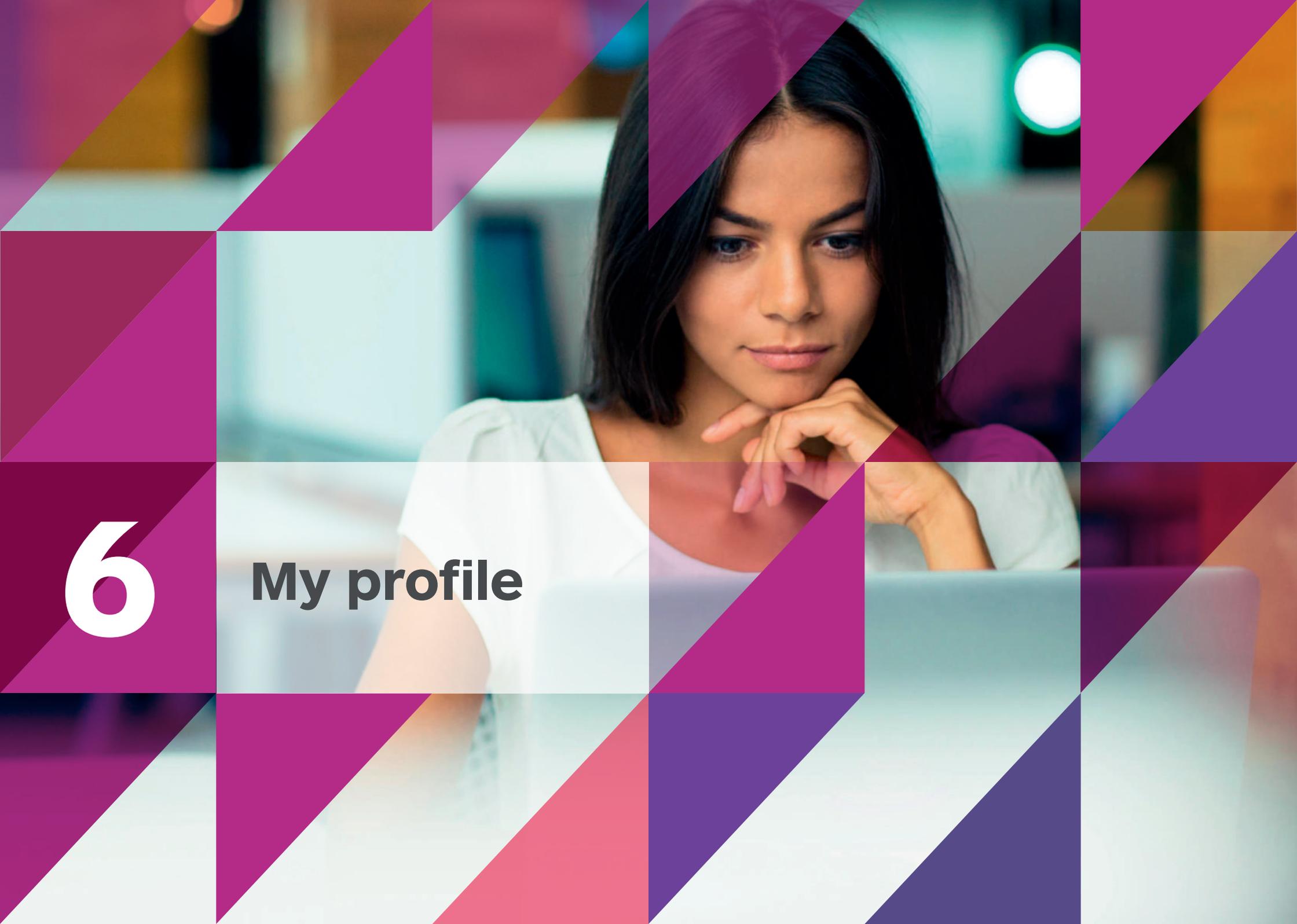
Generating Energy

If you generate energy, or want to start, our dedicated team of experts can help. We can offer support to help you get as much return from the process as possible.

[Find out more](#)

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A woman with dark hair is looking at a laptop screen. The image is overlaid with a geometric pattern of purple and pink triangles. The number '6' is prominently displayed in white on a dark purple background on the left side.

6

My profile

6

My profile

This section allows you to manage how you use Dashboard and access rights for others in your organisation.

1 Accessing your profile

Access your profile details or select to check or update user management options or log out of Dashboard here.

2 My Profile

The 'My profile' section allows you to store and update your personal information and contact details.

The screenshot shows the 'My Profile' page in the nPower Business Solutions Dashboard. The user is Jane Smith. The profile includes a profile picture, company name (Morissette Manufacturing), business address (Morissette Manufacturing, Princes Way), city (Birmingham), postcode (B91 3E5), and country (West Midlands). Contact details include a main phone number (0121 123 4567) and a mobile phone field. A dropdown menu is open, showing options for 'User Management', 'Logout', and 'Password'.

3 Account access

The 'Account access' tab will show you which accounts you have access to within your organisation, including invoicing permissions.

If you are a super user you will be able to amend your own access. To amend access for other users, please refer to the 'User management' tab.

The screenshot shows the 'Marketing Preferences' page in the nPower Business Solutions Dashboard. It contains several sections for consent and preference selection. The first section is for promotional offers, with a checkbox for consent. The second section is for energy policy and regulation news, with a checked checkbox for consent. The third section is for industry events and webinars, also with a checked checkbox for consent. Below these are sections for selecting marketing preferences (Post, Email, SMS, Main Phone, Mobile Phone) and social media channels (LinkedIn, Twitter). A 'Save Marketing Preferences' button is at the bottom.

4 Marketing preferences

Marketing preferences allow you to select how you would like to receive information from nBS on new products and solutions.

5 Communications preferences

Communications preferences allow you to manage how you would like to receive mandatory industry information from us, plus select or update your preferred invoice delivery method (e.g. email or post).

Confused by any industry jargon?

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6

My profile

This section allows you to manage how you use Dashboard and access rights for others in your organisation.

6 User management

If you are a super user you will have the ability to amend access for existing users and also create new users within the 'User management' tab.

Permission %	Active %	Photo	Name %	Username %	Last login %
<input type="checkbox"/>	<input checked="" type="checkbox"/>		jo bloggs	scenario2np@aol.com	11/11/2020, 11:38 GMT
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Scenario Three	npscenariothree@aol.com	09/11/2020, 14:46 GMT
<input type="checkbox"/>	<input checked="" type="checkbox"/>		scenario two	npscenario2@aol.com	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Kasam Murtaza	junifertesting@gmail.com	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Peter Parker	peter.parker635@outlook.com	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Test account Parent No paypoint	junifertesting2@gmail.com	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Test account Parent Paypoint	junifertesting1@gmail.com	
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Test Account Standalone	junifertesting3@gmail.com	

7 Edit User Access

To edit a user's access, select a user from the list and the box below will appear. You can then select any individual accounts that you would like to add or remove, or tick the top box to select all, and click 'Save'.

The request will be validated by the business and the user's access permissions will be adjusted accordingly.

Account %	Has access? %	Billing access? %	Billing delivery	Communications delivery
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069138 Parent Account	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069137 Parent Account02 (Parent Account)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069139 PARENT ACCT_002	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007068740 TestAccount0001	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069045 TestAccount0001	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0008068159 TestAccount0001	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS

Confused by any industry jargon?

If you would like to double check your MPANs from your MPRNs, then visit our 'Glossary' page at npower.com/business-solutions/your-account/glossary for a full explanation.

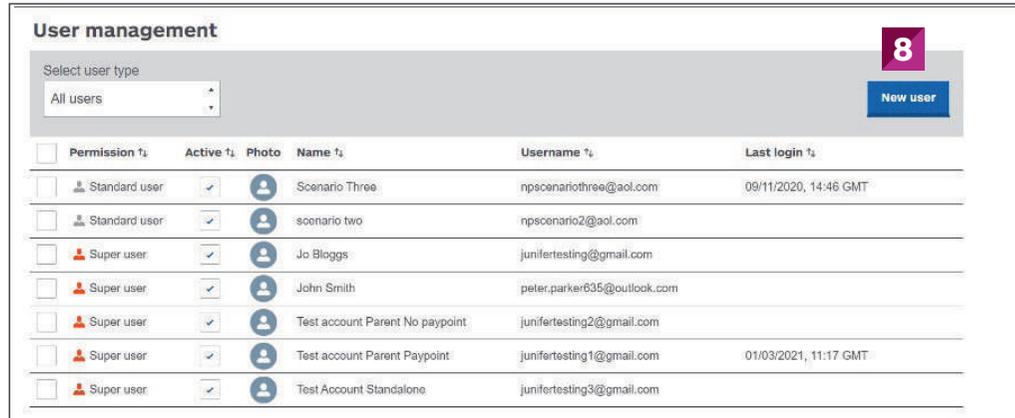
6

My profile

This section allows you to manage how you use Dashboard and access rights for others in your organisation.

8 New User

To create a new user click on the 'New user' button.



User management

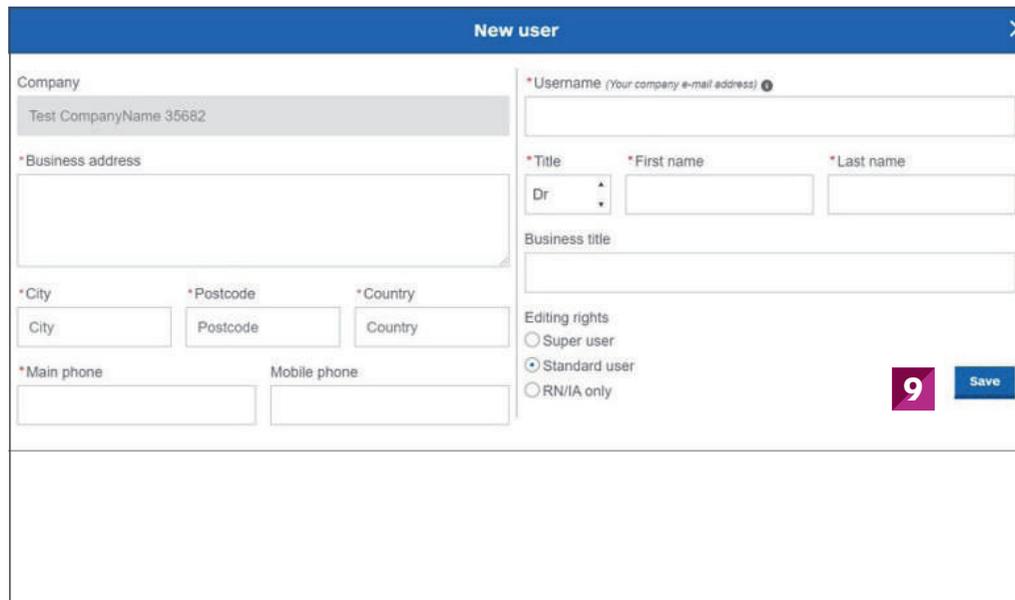
Select user type
All users

New user

<input type="checkbox"/>	Permission ¹	Active ¹	Photo	Name ¹	Username ¹	Last login ¹
<input type="checkbox"/>	Standard user	<input checked="" type="checkbox"/>		Scenario Three	npsenariothree@aol.com	09/11/2020, 14:46 GMT
<input type="checkbox"/>	Standard user	<input checked="" type="checkbox"/>		scenario two	npsenario2@aol.com	
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		Jo Bloggs	junifertesting@gmail.com	
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		John Smith	peter.parker635@outlook.com	
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		Test account Parent No paypoint	junifertesting2@gmail.com	
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		Test account Parent Paypoint	junifertesting1@gmail.com	01/03/2021, 11:17 GMT
<input type="checkbox"/>	Super user	<input checked="" type="checkbox"/>		Test Account Standalone	junifertesting3@gmail.com	

9

Fill out the form and select 'Save'.



New user

Company
Test CompanyName 35682

*Business address

*City *Postcode *Country
City Postcode Country

*Main phone Mobile phone

*Username (Your company e-mail address) ¹

*Title *First name *Last name
Dr

Business title

Editing rights
 Super user
 Standard user
 RN/IA only

Save

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6

My profile

This section allows you to manage how you use Dashboard and access rights for others in your organisation.

10 Account permissions

You will then need to select the account and invoicing permissions below and click 'Save' again.

This request will then be validated by the business and an email containing login details will be sent to the new user. Please note that this process can take around two working days.

10

Success
New user created. Please select account and billing tick boxes below to view data. A User requires access to all accounts (inc billing) to view contracts this includes any new accounts added. The SLA for user set up is 3 working days.

Account permissions

Search by: Keyword:

Account	Has access?	Billing access?	Billing delivery	Communications delivery
	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069136 Parent Account	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069137 Parent Account02 (Parent Account)	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007069136 PARENT ACCT_002	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007068140 TestAccount0001	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS
A0007067941 TestAccount0001	<input type="checkbox"/>	<input type="checkbox"/>	None	<input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> SMS

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7

**Customer
information**

7

Customer information

1 Upload tenders

Here you can submit and track your tenders.

2 Download portfolio

Coming soon.

We are currently working on some further development which will shortly enable you to download your site portfolio at the touch of a button.

The screenshot shows the nPower Business Solutions Dashboard. The top navigation bar includes 'Overview', 'Customer Information', 'Meters', 'Invoice & payments', 'Contact us', 'Quotes', and 'Products & contracts'. The 'Customer Information' section is active, displaying a message: 'We've made access to customer information quick and easy. Submit and track customer tenders. Download site portfolios.' Below this are two large blue buttons: 'Upload tenders' (marked with a '1') and 'Download portfolio' (marked with a '2'). Underneath is a 'Tenders' section with a search bar labeled 'Keyword' and 'Search by:'. The search bar contains the placeholder text 'Enter a keyword' and a 'Reset' button. Below the search bar is a table with the following data:

Customer ¹	Tender reference ¹	Submitted date ¹	Status ¹
Test Customer_54571	TENDER-3	26/01/2021	New

At the bottom of the table, there are navigation controls showing '1/1'.

Confused by any industry jargon?

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npower.com/dashboard

Visit npower.com/dashboard to register your account and log in today.

If you have any questions or would like to know more about Dashboard, please contact your Client Lead or Account Manager.

Alternatively you can call our Customer Contact Team on 0800 138 2322.

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Call charges to numbers beginning with 0800 should be free if you are calling from a business mobile or landline but this will depend on your contract. Please check with your operator for exact charges.

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