



July 2024

## User guide

# Customer Portal: Positive Energy Pack Interactive (PEPI)

# About the portal

The Positive Energy Pack Interactive (PEPI) allows customers to view and interact with data about their account and energy usage using Power BI via a portal.

## How to access the PEPI

You will receive an email prompting you to create a password.

The email can sometimes take between 30 minutes and one hour. Check your junk folders if you haven't received it.

The email will come from [myzenservice@zenergi.co.uk](mailto:myzenservice@zenergi.co.uk).

caught by the new DCF 101 changes

to your fantastic resource, please use the link below to register your account;

Set password

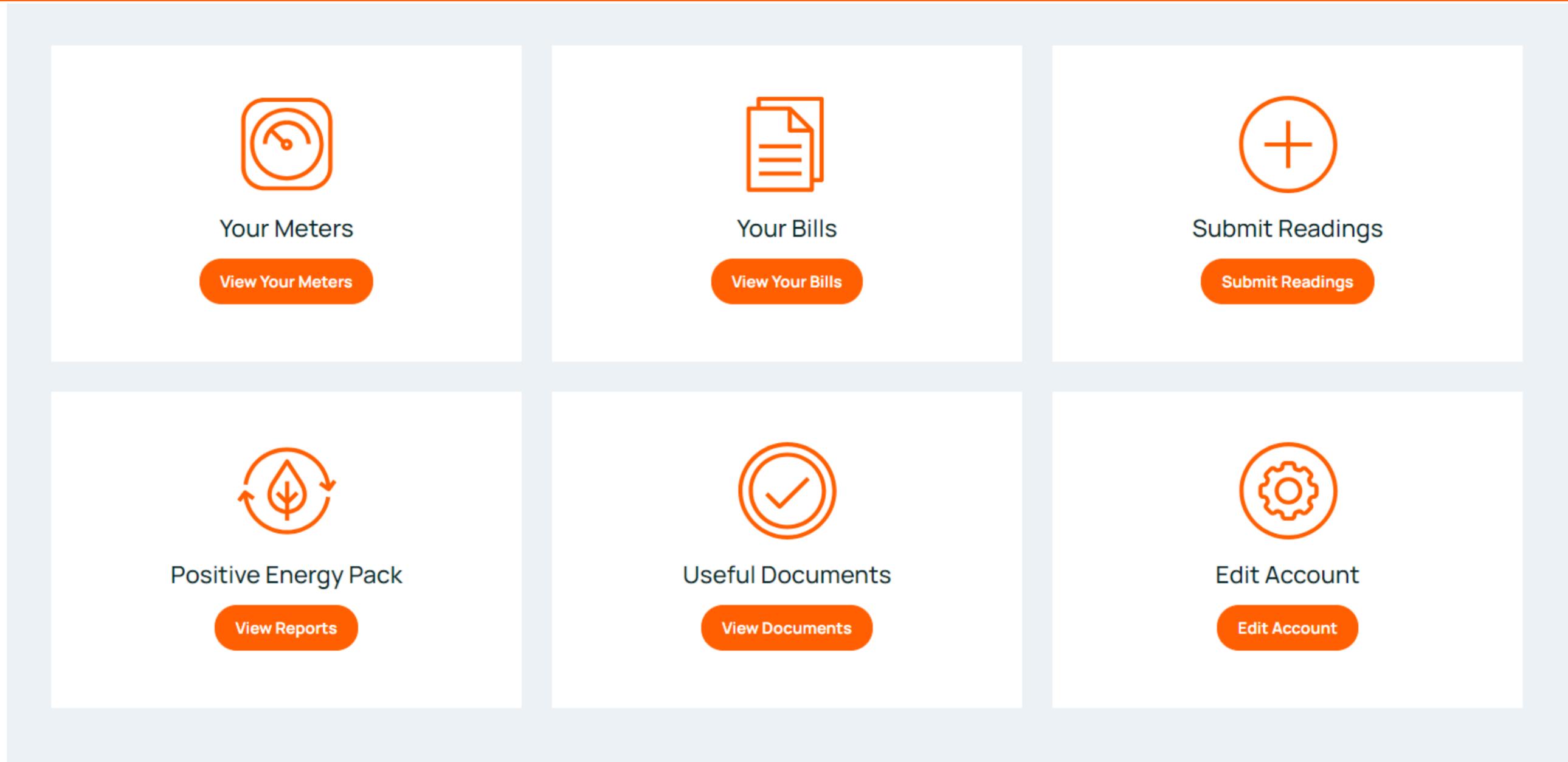
complete, you will receive an email confirming your registration. If additional information require access to the portal, just let your Account Manager know, either by email or phone number 023 8028 6300 and we will set this up for you in a jiffy.

Most release we are committed to continually improving My Zenservice and the Portal with ongoing updates and releases so as always we would really value your feedback. Please do pass on any suggestions to us, because as you can see, it's likely they could be included in a future update.

If you have any issues at all, please don't hesitate to get in touch.

From the Zenergi Team

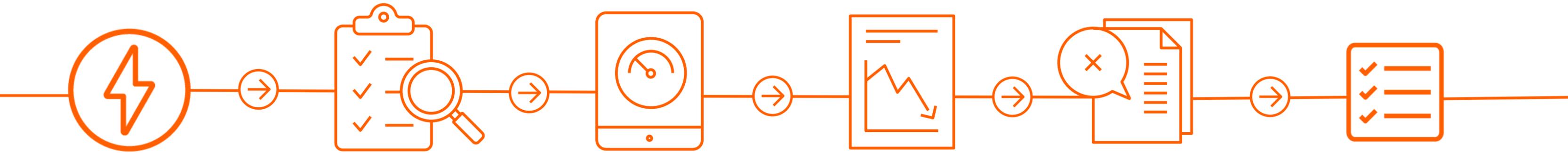
# What can you view in the portal?



 <p>Your Meters</p> <p><a href="#">View Your Meters</a></p>	 <p>Your Bills</p> <p><a href="#">View Your Bills</a></p>	 <p>Submit Readings</p> <p><a href="#">Submit Readings</a></p>
 <p>Positive Energy Pack</p> <p><a href="#">View Reports</a></p>	 <p>Useful Documents</p> <p><a href="#">View Documents</a></p>	 <p>Edit Account</p> <p><a href="#">Edit Account</a></p>

# Key features and benefits

COMPLY DELIVER BUY NET ZERO



## Your Meters

View a list of all registered electricity, gas and water meters

## Your Bills

Search, View and download copies of invoices that have been sent to you.

Historic billing files for DB Group, Energy Management Ltd and Powerful Allies will not be available.

## Submit Readings

Readings can be submitted against the meters.

Pictures can also be uploaded.

These readings are used to validate bills and are also sent to the supplier by the bill validation team.

## Positive Energy Pack

View various cost and consumption reports.

## Useful Documents

Download our LoA template and our standard terms and conditions.

## Edit Account

Update your contact name, email address and password.

Updating your contact details will also update Zenergi's system

# Key features and benefits

COMPLY DELIVER BUY NET ZERO



## Forecasting and budgets

These reports allow you to see both your monthly usage (kWh) and costs (excluding VAT & CCL) and compare this to what had been forecast at the point when your contracts were agreed.

You can break this down per utility, meter or multiple meter selection or use the date filter



## Half-hourly consumption data

View and report on HH data.



## Energy market data

Insights to the UK Energy markets.

Both the electricity and gas forward price curve which will show the costs of a 12, 24 and 36 month contract.



## Account management and comments

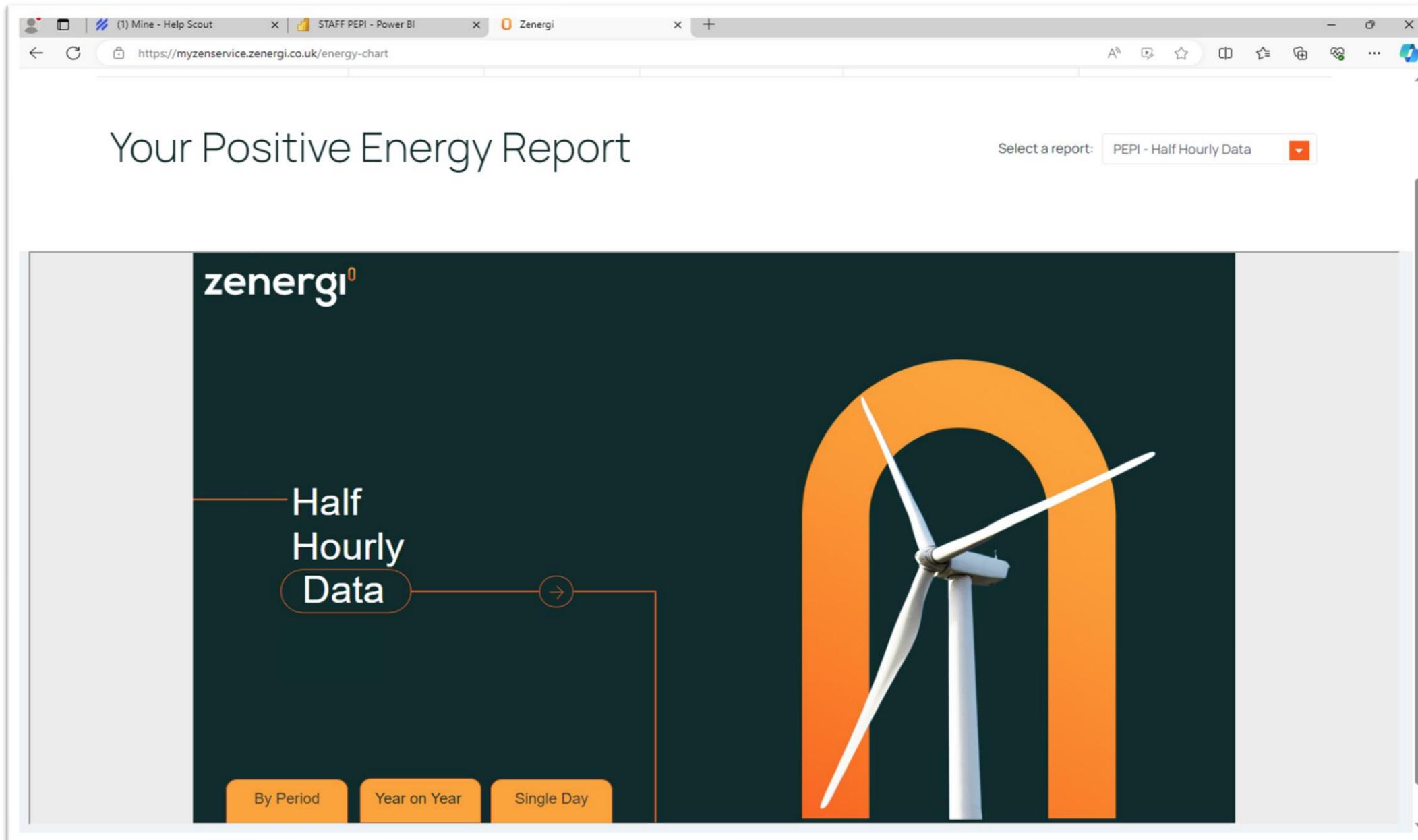
You can view comments that provide a summary of how your accounts are performing.

The site overview section displays your sites on the UK map.

# Positive Energy Pack

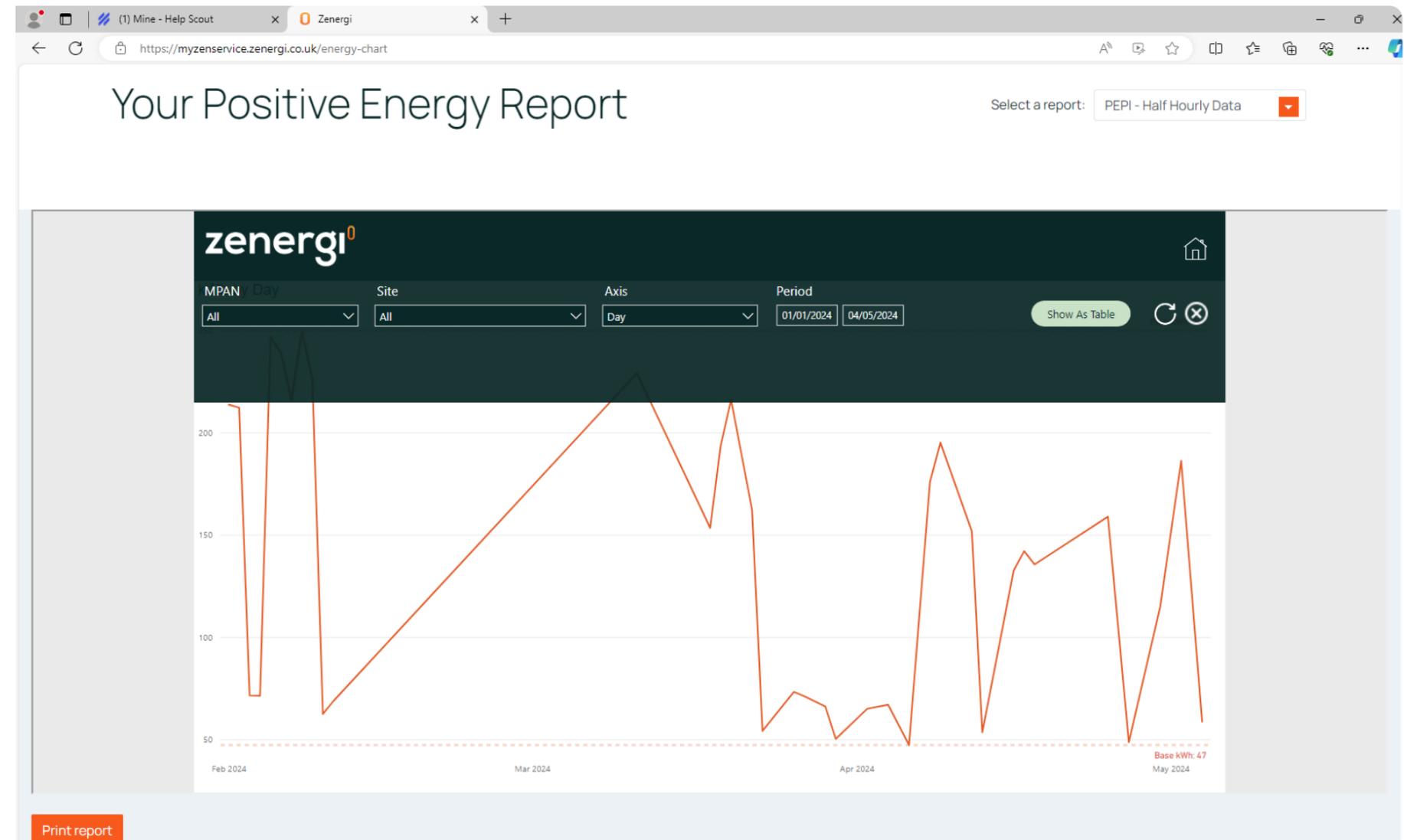
## High quality validated energy, cost and water data

COMPLY DELIVER BUY NET ZERO



# Graph view

On this page you can filter by site and MPAN and change the period you would like to view.



# Table view

By changing the graph to a table, you can then right click on the data, select 'show as table' and from there you can click on the three dots on the top right corner and export the data into an Excel spreadsheet.

Again, this view can be filtered by date, site and MPAN.

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MPAN: All | Site: All | Axis: Day | Period: 01/01/2024 - 04/05/2024

Select a report: PEPI - Half Hourly Data

Show As Graph

Date	1	2	3	4	5	6	7	8	9	10	11	12						
07 February 2024	2	2	2	2	2	2	2	2	2	2	5	4	5	7	6	7	7	12
08 February 2024	2	2	2	2	2	2	2	2	2	2	4	4	5	7	7	6	6	7
09 February 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
10 February 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
11 February 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1
11 March 2024	2	2	2	2	2	2	2	2	2	2	4	4	5	5	6	7	9	5
18 March 2024	2	2	2	2	2	2	2	2	2	2	5	4	5	6	5	6	5	5
19 March 2024	2	2	2	2	2	2	2	2	2	2	5	4	5	6	5	7	7	7
20 March 2024	2	2	2	2	2	2	2	2	2	2	5	4	6	5	4	9	10	10
22 March 2024	2	2	2	2	2	2	2	2	2	2	5	4	5	5	8	9	9	9
23 March 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	0	0	0
26 March 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	3	2	2	2	1
27 March 2024	2	2	2	2	2	2	2	2	2	2	2	3	3	3	2	1	0	0
29 March 2024	2	2	2	2	2	2	2	2	2	2	2	3	3	3	3	2	2	2
30 March 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	0	0	0
02 April 2024	2	2	2	2	2	2	2	2	2	2	2	3	3	3	2	2	1	0
04 April 2024	2	2	2	2	2	2	2	2	2	2	3	3	3	3	2	2	1	1
06 April 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	1	0	0	0	0
08 April 2024	2	2	2	2	2	2	2	2	4	4	6	6	5	6	8	9	8	8
09 April 2024	2	2	2	2	2	2	2	4	4	6	6	5	8	8	9	9	8	8
12 April 2024	2	2	2	2	2	2	2	4	5	6	8	5	8	9	10	7	5	5
13 April 2024	2	2	2	2	2	2	2	2	2	2	2	2	2	1	0	0	0	0
16 April 2024	2	2	2	2	2	2	2	5	5	6	8	5	7	6	5	4	5	5
17 April 2024	2	2	2	2	2	2	2	4	4	6	7	5	11	7	7	6	8	8
18 April 2024	2	2	2	2	3	3	3	4	5	6	5	4	7	4	8	4	3	3
25 April 2024	2	2	2	2	2	2	2	5	5	5	5	5	11	6	7	10	7	7
27 April 2024	2	2	2	2	2	2	2	2	2	2	2	2	1	1	1	0	0	0
30 April 2024	2	2	2	2	2	2	2	4	4	6	6	5	6	6	6	4	1	1

Print report

# Things to be aware of

## Downloading invoices:

Sometimes a bill will be showing as 'processing' so you won't be able to download a copy of the bill. This means the billing data is in our systems however we have not finished processing the PDF copy.

The PDF copy of the invoice will not be displayed on the portal until our bill validation team have finished processing it and sent to the customer via our email auto sender. Downloading multiple bills at once can often be slow.

## Submitting reads:

Readings rely on something called 'awaiting lines' in our systems. Based on the previous invoice we hold; the system knows when it is expecting the next invoice and creates an 'awaiting invoice' line. If this line is not (which can happen if we've had previous failed invoices) then you won't be able to submit a meter reading.



# Thank you

## Contacts

[askus@zenergi.co.uk](mailto:askus@zenergi.co.uk)

02380 286300