



Your Guide

to the Residents Hub

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Your Guide

to the Residents Hub

What is the Residents Hub?

The Residents Hub is an online platform that gives our customers total transparency and control over their accounts. Here, you'll find all our resources in one place, including our Customer Portal, Help Centre and Leaflet Library...

I am a Resident / Letting Agent

When you visit www.dataenergy.co.uk you'll see a pop-up with different options. Click 'I am a Resident / Letting Agent' to move through to the Residents Hub. You can also find this button on the top right-hand corner of our website.



What can I do there?

You can view your history and make changes to your account through our Customer Portal:

- ✓ Notify us of a change in tenancy
- ✓ Submit a meter reading
- ✓ Change your contact details
- ✓ Pay bills and view historic bills

Your information is secure

When you create a Customer Portal account, your information is safe.

Your account is password protected to ensure your privacy and security; giving you peace of mind when you access sensitive information such as your billing history, payment methods and more. More information on our privacy policies can be found in our FAQs.

Leaflets and Guides

Find out more information on heat networks and how they operate by visiting our Leaflet Library. Here, you'll also find copies of guides, such as the Customer Portal and our iKnowWatt pay-as-you-go system.

Getting the help you need

Need to talk to us? At the Residents Hub, you'll find our all-new Help Centre. Here, you can contact our friendly Customer Care team and read frequently asked questions.

Submit a meter reading

1



Submit a meter reading

Submit

4

Next, click which utilities you'd like to submit readings for. You can choose multiple.

2



On the main page, read the information and tips on how to read your meter, then click to submit a meter reading

5

As you click on each utility option, a dropdown will appear with boxes for you to fill in. Type in your reading here.

3

Firstly, you'll fill in your account and property details.

Please fill in all the information boxes so we can identify your property.

6



Upload any photos or attachments that support your meter reading.

7

Confirm & Submit

Tick the authorisation box and submit your reading! Your readings will be reflected on your account.

For meter related queries, you can view FAQs and contact us in the Help Centre.

Moving in or out?

1



Moving in or out?

Find out more



2



I'm buying or selling my home

Change of Leaseholder Form



I'm reporting a change of tenancy

Change of Tenancy Form

When you click on our Moving page, you'll find two options: Change of Leaseholder, or Change of Tenancy.

Click which one best applies to you.

3

You'll now be taken through to the relevant form on our ticket system.

You'll be asked to provide further details on the change you're reporting, which will ensure a seamless transition.

4

Please fill out as much of the form as you can.

Submit a ticket

Providing as much information as possible in your request will allow us to help you faster

Please choose from the following options:

Change of Leaseholder (COL) Form

CC (optional)
Add emails

Subject*

Contact full name*

This should be the person filling in this form.

Contact email address*

This should be the person filling in this form.

Have you recently sold or purchased the property?*

Development*

Please insert the name of the development for which this query is regarding.

Property address*

It's always beneficial to provide meter readings if you have them to hand. We can use these if remote data is not available for your property.

5

Submit

Tick to authorise the information given, then click 'Submit' to complete the form.



Thank you for submitting your form!

Keep an eye out for an email confirmation from us. You can find more useful information on moving on our FAQ page!

Customer Portal

1



Customer Portal

Login

Register



2

Start by registering for a Customer Portal account.



Your password protected account will keep your data safe.

3



We manage a variety of prepayment solutions.

If you have a Guru or Secure prepayment meter, please use the following links. For everything else, please sign in below.

Guru Hub

Secure

Everything Else

Sign In

E-mail

Password

Forgotten Password?

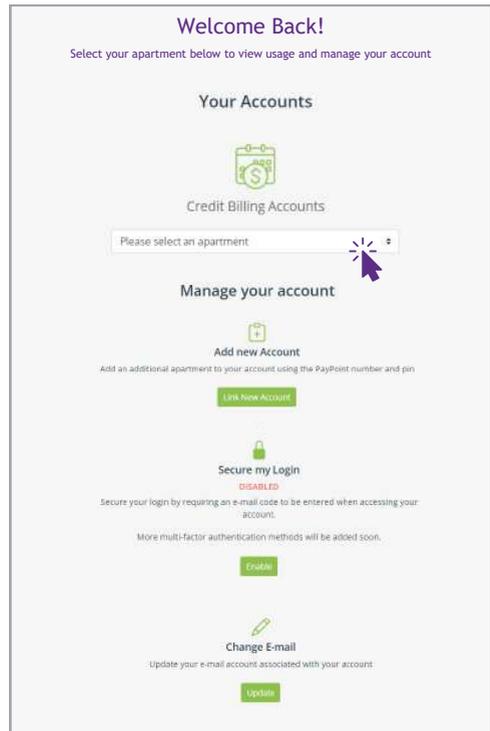
Login

Once you are registered you can use the Customer Portal login page.

Please click the relevant option if you have a prepayment meter before logging in.

4

Welcome to the main dashboard!



You can manage your account, make changes, and view your metering and payment history.

More on page 6

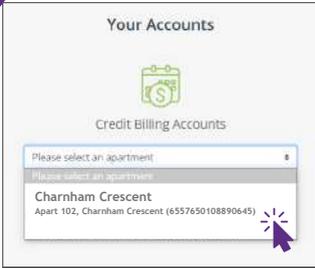


Please note

Our Customer Portal facilities are only available for residents paying directly to Data Energy, as opposed to third parties.

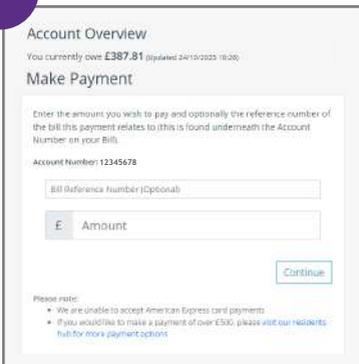
Customer Portal

5



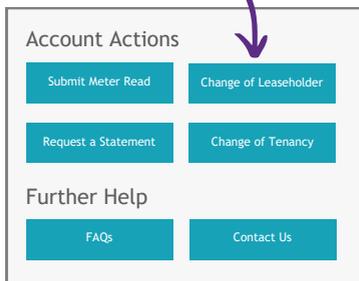
Click on the dropdown menu to select your apartment.

7



Scroll down to see your current account balance and make a payment.

You'll also see quick links to helpful forms.



6

Here, on your apartment dashboard, you can view your tariff information and consumption history.



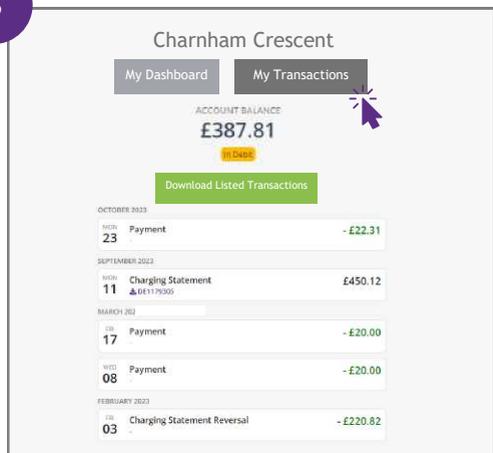
Change Month

Click to view your consumption from a different month.

Download Data

You can download your meter data

8



By clicking on 'My Transactions', you can view and download your payment history.

Frequently Asked Questions

1



Help Centre

FAQs

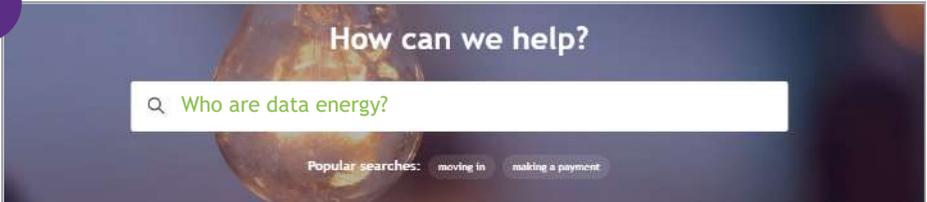
Submit a ticket

2



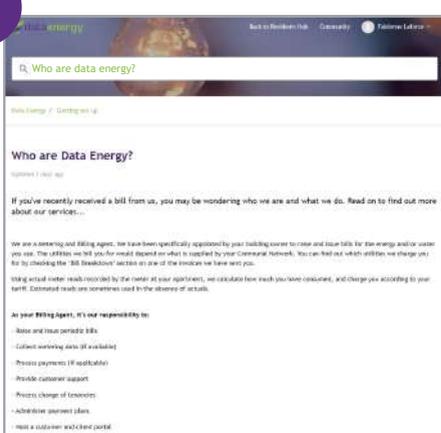
In our Help Centre, you'll see a dashboard with different resources including FAQs.

3



Have a question in mind? Start typing into the search bar to bring up relevant articles.

4



We regularly update our FAQs to ensure that you always get the most up to date information!

5

Frequently Asked Questions

- Getting set up
- Heat Networks
- Managing your account
- Pay-as-you-go
- Billing queries

We break our FAQs down into handy sub-categories, so you view related questions together, in one place.



Still need help?

If you can't find the answers you're looking for, you can get in touch by submitting a support ticket or calling our friendly Customer Care team.

Submit a support ticket

1



Help Centre

FAQs

Submit a ticket

2



In our Help Centre, you'll see a dashboard with different resources. It's easy to search your query in the search bar. If you can't find the answers you need, click to submit a ticket.

3

Submit a ticket

Please choose your issue below

Explanation of charges
Payment Queries & Refund Requests
Reminder Letters & Payment Plans
Set up Direct Debit
Metering Data / Consumption
Submit a meter reading

On the new ticket page, click from the drop-down menu to tell us what your query is about. If you're not sure, choose 'Other'.

4

Submit a ticket

Subject*

Contact Details*

Full name. This should be the person filling in this form

Contact email address*

Development*

By clicking on your query subject, a new form will appear. Firstly, we'll ask for information such as your contact details and Development details so we can help you faster.

5

Description*

Paragraph

Hello,
I need your help changing my direct debit details.

Kind Regards,
John Smith

You can write your message here.
You can also add attachments like photos and files for us to see.

Submit

Once complete, click submit!

Our Customer Care team will now action your ticket and will be in touch shortly. You'll receive an email to alert you when you have a new reply!

Track a support ticket

1



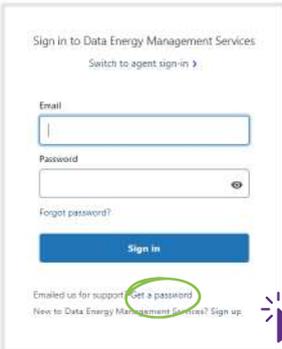
When you've submitted your ticket, you'll receive an email to confirm we've received it. You'll then receive a reply to your ticket via email which you can reply back to, or you can sign into the Help Centre to track the ticket's progress directly.

2



In the top right-hand corner of the Help Centre, you'll see an option to sign in. Click here.

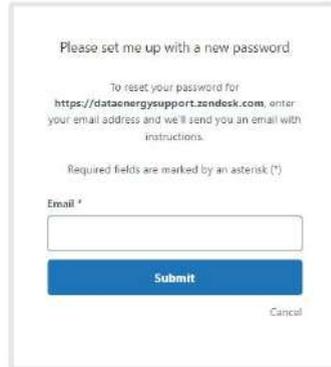
3



At the bottom of the next page, you'll see an option for Get Password. If you have already submitted a ticket, choose this.

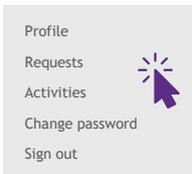
4

You'll be asked to submit the email address that you used to create the ticket, this is so we can find you.



We'll then send you an email, with a link to **Create a password**. Click this link and type the new password you have chosen.

5



The Help Centre page will reload to show you logged in. Click on your name to display a drop-down of options. Choose 'Requests'.

6



Here, you can see the tickets you've submitted. Click on them to view replies, type another message, or add a new attachment.