

Introducing Single Sign-On

For a seamless login experience



INTRODUCING SINGLE SIGN-ON

For a Seamless Login Experience

A simpler, faster way to access your account

From 12th May 2025, we've made it easier for you to manage your utility account and get support online.

What is Single Sign-On?

Single Sign-On (SSO) is a streamlined and secure login process to give you access to our Customer Portal and Help Centre.

WHAT'S CHANGING?

You can now use just **one login** (your Customer Portal login) to access both:

- The Customer Portal - where you view your bills, payments and account details.
- The Help Centre - where you can find answers to common questions or contact support.

This means no more remembering multiple usernames or passwords. Just one secure login for everything.

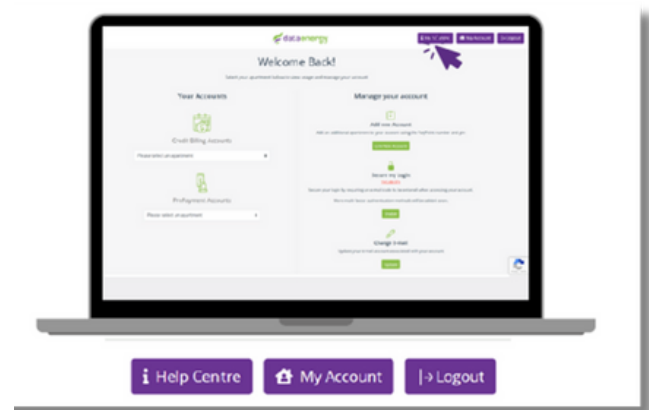
What do I need to do?

If you already have a Customer Portal account, you're all set. The next time you login using your existing details, you'll be able to access the same features, as well as our Help Centre in the same place.

Simply go to the Customer Portal and log in as usual.

Click the Help Centre button at the top.

You'll be taken straight through - no second login needed.





What do I need to do if I don't have a Customer Portal account?

Let's make life a little easier for you...

Simply set up your Customer Portal to get the best out of your Help Centre experience.

- Want to track your questions and queries? You'll need a Portal account to do that.
- With the Portal, you can see your energy use, check past bills, make payments and more—anytime, anywhere.

It's quick to set up! Just follow the link on your latest bill or get in touch—we're happy to help.

One Login, Loads of Benefits

Use your Customer Portal details to make things simpler, faster, and more secure.



Easy access - One login gets you into both your Customer Portal and our Help Centre.



Less to remember - Fewer usernames and passwords to juggle.



Stay secure - Centralised login means stronger protection for your information.

If you use the Help Centre login directly, you'll be redirected to the Customer Portal first - just log in and you'll land back where you left off.

This update won't affect most users — but it does make things simpler if you ever use both platforms.

Need help?

Our friendly Customer Care team is here for you:



Call us on **01279 810119**
(Mon-Fri, 9am-4pm)



Use live chat or submit a support ticket



Visit the [Residents Hub](#) for more help

Your Privacy Matters

We're serious about keeping your information safe and secure.

- Your account is protected by your personal password, only you can access it.
- We handle all your data securely, in line with strict privacy standards.
- Check out our Privacy Policy: <https://dataenergy.co.uk/privacy-policy/>