



YOUR GUIDE

to the Residents Hub

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What is the Residents Hub?

The Residents Hub is an online platform that gives our customers total transparency and control over their accounts. It is designed to be navigated easily, helping you make changes, find answers and learn more about your heat network system.

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 our hub. You can also find this button on the top right of our webpage.

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.

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What can I do there?

You can access helpful information like FAQs and details on government schemes to support you with your bills.

You can also complete forms to make changes to your account, through our customer portal:

- ✔ Notify us of a change in tenancy
- ✔ Submit a meter reading
- ✔ Change your contact information
- ✔ Pay a bill and view historic bills
- ✔ Contact our customer care team

Need help?

We've got you covered. Scroll through this guide for step-by-step guides to get you all set up and getting the most out of your account.

Find out more



Submit a ticket

1



Submit a ticket

Track a ticket

2



Submit Ticket

Use this form to submit a support ticket to our highly trained staff.

Click to submit a ticket.

3

First Name

Last Name

Email

Enter your Contact Details.

4

Payment Plan Request

Metering Data

Account Balance / Reminder

Refund



Click the subcategory that best reflects your query.

5

Here you can write more details of your query and upload attachments, like photos or scans.

6

Your ticket has successfully been opened.



Submit Ticket

Use this form to submit a support ticket to our highly trained staff.



Track a Ticket

Not Registered? Use your email address and ticket number to track the status of your ticket.

You have now submitted a ticket! You can track your ticket and add updates at anytime.



A member of our customer care team will now action your ticket.

You'll receive an email when your ticket has been updated.

You can then review it and reply to your customer advisor.

Submit a meter reading

1



Submit a meter reading

Submit



4

Supply Details | Meter Reads | Authorisation & Confirmation

What utilities are you providing reads for? *

- Heat Meter
- Cooling Meter
- Electric Meter
- Cold Water Meter
- Hot Water Meter
- Other (Not Listed)

Tick all that apply

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

Heat Meter Read

kWh Read

Heat Meter Serial Number

Date Read(s) Taken *

DD MM YYYY

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

3

Meter Read Submission Form

Supply Details | Meter Reads | Authorisation & Confirmation

Contact Details *

John Smith

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

Contact Email Address *

Email Address customer@example.c Confirm Email Address customer@exam

This should be the person filling in this form

Account Number *

12345678

Can be found on your most recent bill or within your online customer portal

Supply Building Name *

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

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

6

Click or drag files to this area to upload.
You can upload up to 6 files.

Upload any photos or attachments that support your meter reading.

7

Confirm & Submit

Once completed, tick the authorisation box and submit your reading! Your readings will be reflected on your account.

If you have any queries, you can contact our customer care team via the ticket system.

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. We'll ask for details such as your contact information, address details, leaseholder details, agents details and meter readings.

This will ensure a seamless transition.

4

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

Have you recently sold or purchased the property? *

Please Select

Contact Details *

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

Contact Email Address *

Email Address

Confirm Email Address

This should be the person filling in this form.

Next

Account Number

Can be found on your most recent bill or within your online customer portal.

Supply Building Name *

Name of the development.

Supply Address *

Address Line 1

Address Line 2

Town / City

County

Postcode

This address is used as the billing address by default.

Previous

Next

5

Confirm & Submit

Click to authorise the information, then confirm and submit.



Thank you for submitting your form. Keep an eye on your emails for a confirmation email 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

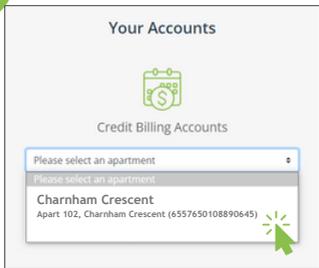


Please note

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

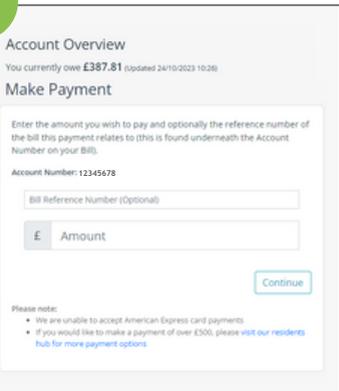
Customer Portal

5



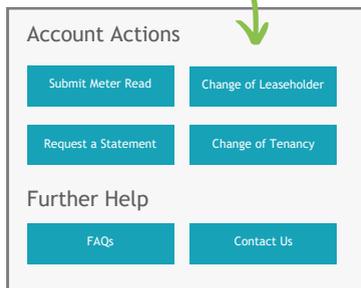
Click on the dropdown menu to select your apartment.

7



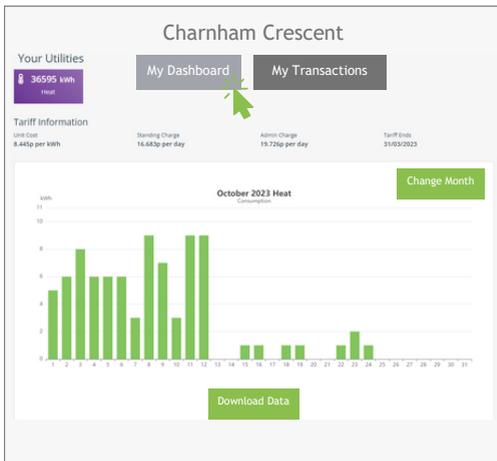
Scroll down to see your current account balance and make a payment.

You'll also see quick links to helpful forms.



6

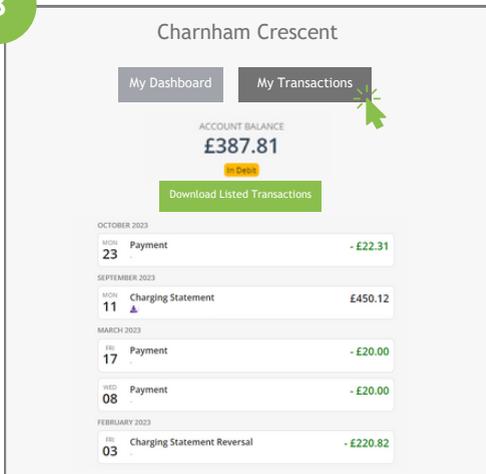
Here, on your apartment dashboard, you can view your tariff information and consumption history.



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.

FAQs Page

1



Frequently Asked Questions

FAQs



3

How can I pay my bill?

You can pay your utility bill through a variety of methods:

Direct Debit - A direct debit mandate can be completed online at [dataenergy.co.uk/direct debit](https://dataenergy.co.uk/direct-debit). Please note, direct debit is not available for pre-payment customers.

Bank Transfer - Details to make a bank transfer can be found on the back of your bill. Please use your unique account number as a payment reference. **Customer Portal** - you can register for our Customer Portal at customer.dataenergy.co.uk. To register, please use your unique PayPoint and PIN number, which can be found in the bottom right-hand corner of your bill.

In Store - You can pay at any store facilitating PayPoint by scanning the barcode in the bottom right-hand corner of your bill.

You can access relevant and helpful information, with links to get you to the right place.

This is a useful first-point-of-call, and can help customers solve their queries with ease

2

On our FAQs page, you will find a range of frequently asked questions. Simply click the plus sign to learn more about each topic.

Who are Data Energy?	
How does a heat network operate?	
What is my bill for?	
How does the billing process work?	
How frequently will I be billed?	
How has my tariff been calculated?	
Why are you charging me when you aren't my Eneri?	
Why are you referring me back to my Heat Supplier?	
Energy Billing Discount Schemes: EBDS	
How can I pay my bill?	



Did you know?

Our FAQ page is constantly being updated and refined by our team, ensuring you always get the most up-to-date information on processes and government schemes.

Still not sure?

If you can't find an answer to your question in our FAQs, you can contact our friendly customer care team for support.

The easiest way to contact us is by submitting a ticket, but you can also contact us on the phone

