

# My Business Account

Overview and How-to Guide  
For Brokers and Agents



# Contents

## A. My Business Account overview:

	Page
1. Home page	3
2. Billing and Usage	5
2.1 Facilities	6
2.2 Payables	7
2.3 Market	7
2.4 Reports	8
3. Payments	9
4. Enquiries	9
5. Help	9

## B. How-to guides:

	Page
(a) Download a single bill	10
(b) Download bills in bulk	10
(c) Download interval data (Single NMI)	10
(d) Download interval or Nem12 data (Multiple NMIs)	11
(e) Download Gas Usage data (Single MIRN)	11

# My Business Account

Use this guide as an overview of the main functions of My Business Account. We'll outline how to access key tasks from the **Home page**, and the reports and data available in the **Billing and Usage** tab.

At the end of this document, you'll find our How-To guide. This is a step-by-step guide of the top 4 tasks completed in My Business Account; Download a single bill and interval data and download interval or Nem12 data for multiple NMIs.

There's more information online at [originenergy.com.au/business/commercial-and-industrial/monitor/digital-tools](https://originenergy.com.au/business/commercial-and-industrial/monitor/digital-tools) or contact your account manager for dedicated assistance.

## 1. Home page

Once you've logged in, you'll see the following Welcome screen or **Home** page with the following tabs along the top: **Home**, **Billing and Usage**, **Payments**, **Enquiries** and **Help**.

The screenshot shows the 'My Business Account' home page. At the top left is the 'origin' logo. To its right is a search bar with a 'Search' button and a user profile icon for 'JOHN SMITH'. Below this is a navigation bar with tabs for 'Home', 'Billing and Usage', 'Payments', 'Enquiries', and 'Help'. The main content area starts with a 'Welcome' heading and a paragraph explaining the account's purpose. Below this is a 'View bills' button. A section titled 'My Business Accounts' shows a table with one account: 'Sample Company'. At the bottom, there are three action cards: 'View your usage in our dedicated portal', 'Update account details by submitting an enquiry', and 'Pay your bills online'.

### 1.1 Your accounts list

The **Home** page will also list all the ABN accounts you have access to and by clicking on the account name, more detail will be displayed:

- Related contacts – the list of people who are linked to the account.
- Cases – any enquiries raised for this ABN.

## 1.2 My Portfolio

**My Portfolio** lists all Letters Of Authority (LOAs) that have been attached to your account since a contract has been signed and accepted. LOAs provided during a tender process are not automatically stored.

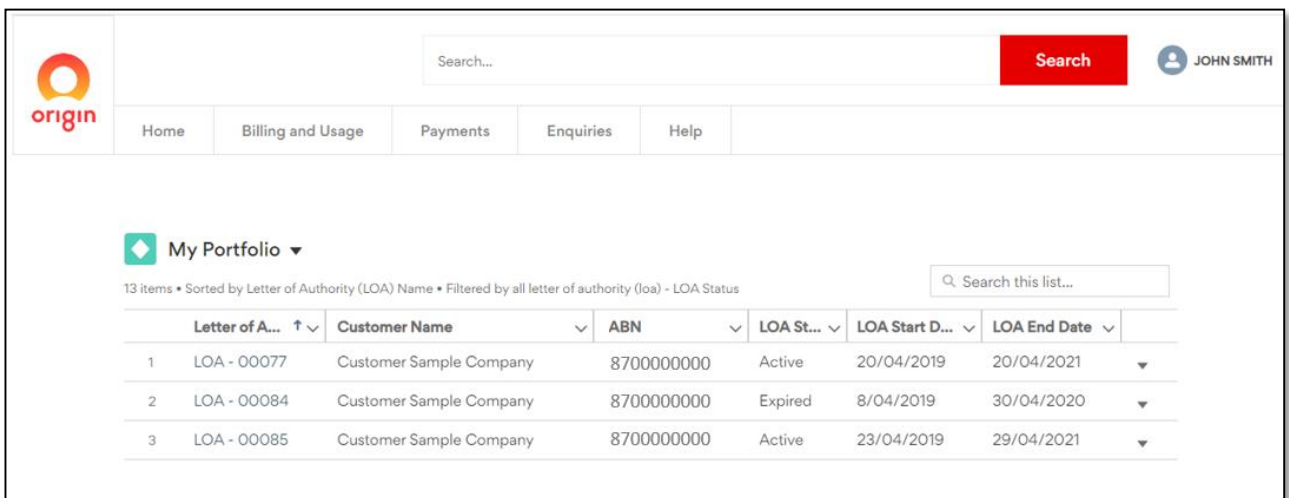
LOAs are only stored once a contract is signed.

The information that can be viewed includes:

- Customer name attached to the LOA
- ABN of the customer
- LOA Status; 'Active', 'Future' or 'Expired'
- LOA Start Date; the date from which you have access to customer data
- LOA End Date; the date of when your access to customer data expires

**NOTE:** You will have access to the customer data for an additional 30 days past the LOA end date.

If you require access to customer data urgently, email a signed LOA to your Origin account manager with the signed contract. You can also extend the validity of an LOA by emailing an updated and signed LOA.



The screenshot shows the Origin user interface. At the top left is the Origin logo. A search bar is located at the top right, with a red 'Search' button and a user profile icon for 'JOHN SMITH'. Below the search bar is a navigation menu with tabs for 'Home', 'Billing and Usage', 'Payments', 'Enquiries', and 'Help'. The main content area is titled 'My Portfolio' and shows a list of 13 items, filtered by 'all letter of authority (loa) - LOA Status'. The table below lists three LOAs:

	Letter of A...	Customer Name	ABN	LOA St...	LOA Start D...	LOA End Date	
1	LOA - 00077	Customer Sample Company	8700000000	Active	20/04/2019	20/04/2021	▼
2	LOA - 00084	Customer Sample Company	8700000000	Expired	8/04/2019	30/04/2020	▼
3	LOA - 00085	Customer Sample Company	8700000000	Active	23/04/2019	29/04/2021	▼

### Tip 1: Need to access customer data quickly?

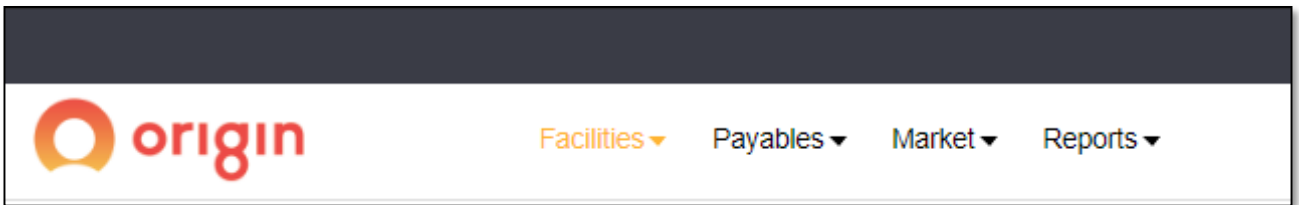
Use the **Billing and Usage** tab to access customer data.

## 2. Billing and Usage

The next tab along from **Home** is the **Billing and Usage** tab. By clicking the **Billing and Usage** tab, it will open a new window in your browser.

The main areas in the Billing and Usage section are:

- **Facilities** – shows individual site data breakdown.
- **Payables** – lists any EDI/Consolidated invoices.
- **Market** – reports market prices and trends.
- **Reports** – access meter and billing reports.

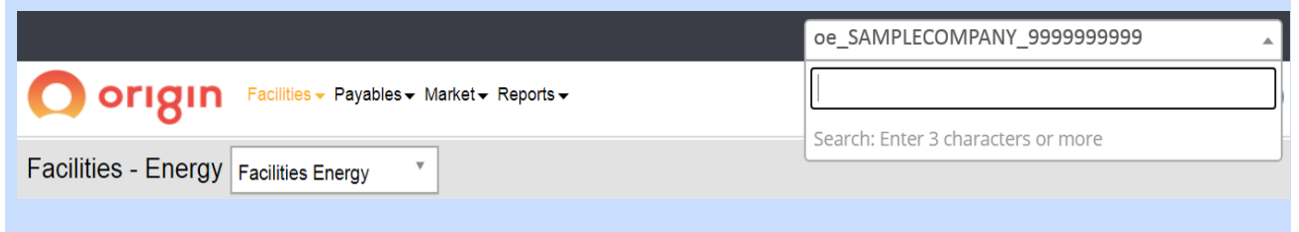


### Tip 2: Need to navigate between ABN accounts?

Remember, data is only displayed for one ABN is displayed at a time, even if you have access to multiple ABNs.

Use the search bar at the top right hand corner to search with an ABN, ACN or a company name. Start typing the company name and options will be presented for you to choose. Alternatively you can type the full name, without any spaces.

EXAMPLE: To find data on Sample Company Pty Ltd, type: *'SampleCompanyPtyLtd'* as shown below.



## 2.1 Facilities

In **Facilities**, you can view and download single site invoices and run single site reports.

Use the **Reports** tab to run multisite reports, including reports in the NEM12 format.

### Tip 3: Only need to see limited site information?

Use the search features to limit the site list displayed. Remember, this is different from searching a company name which you can do using the top right-hand search field.

Each site (facility) row will display a 12 month rolling overview for the site, listing: Usage, Spend, Effective rate or total bill cost divided by the usage, Contracts and Action.

The Action column provides you with a list of what you can do with that facility:

1. Bills – provides site invoices
2. Usage – provides site data which includes daily usage report and Time of Use Graph.

origin Facilities Payables Market Reports

Facilities - Energy Facilities Energy

Search by facility name, nmi, or address Australia

Filter by BusinessUnits Tags Commodities States Suppliers/Utilities Apply

Active

Displaying facilities with details, usage, bills and contracts  Show Invalid Bills Export

Facilities	Usage	Spend	Effective Rate	Meter Data Contracts	Last Billed By	Action
Site 1 1 Sample St, SA 5108 AU Electricity NMI: 1234567890 Tag 1	40,213 kWh/year	\$ 13,564/year	33.73 c/kWh		Supplier: Origin	Bills Usage

AU Electricity 1 Active Facilities

## 2.2 Payables

When you click the **Payables** tab, two menu items are listed on the left-hand side: Consolidated Bills and EDI Files.

**NOTE:** All dollar values are exclusive of GST unless otherwise stated.

### New Charges Report

This report displays a billing overview for all sites most recently billed. Bulk download invoices or filter the report to restrict the sites displayed.

Using the Show Historical tick box will display all the filtered sites historical invoices. The export function can then be used to download invoices in bulk.

### Consolidated Bills

If customers don't receive consolidated invoices, there will be no data displayed.

Otherwise if customers currently receive consolidated invoices, consolidated bills in pdf format will be listed.

Enter a specific date range, or to display the most recent bill, click on 'File Name' in the table.

### EDI Files

If customers don't receive EDI file invoices, there will be no data displayed.

Otherwise, if customers currently receive EDI files, a list of your EDI files will be displayed in CSV format.

Enter a specific date range, or to display the most recent bill, click on 'File Name' in the table.

## 2.3 Market

Receive up-to-date information on market pricing and trends, as well as developments in key price drivers, sourced from Australian Stock Exchange data.

The Energy Futures report shows exchange traded wholesale market price trends.



## 2.4 Reports

The **Reports** menu provides you with the Interval Usage Profile.

Download the graph you need by clicking on the Download icon on the right-hand side of the screen. You can also export reports by clicking the Export icon on the right-hand side of the screens.

### Interval Usage Profile

The Interval Usage Profile provides usage in kWh across the date range you choose. There are three Electricity reports available:

#### A. Export Total Interval Usage Profile:

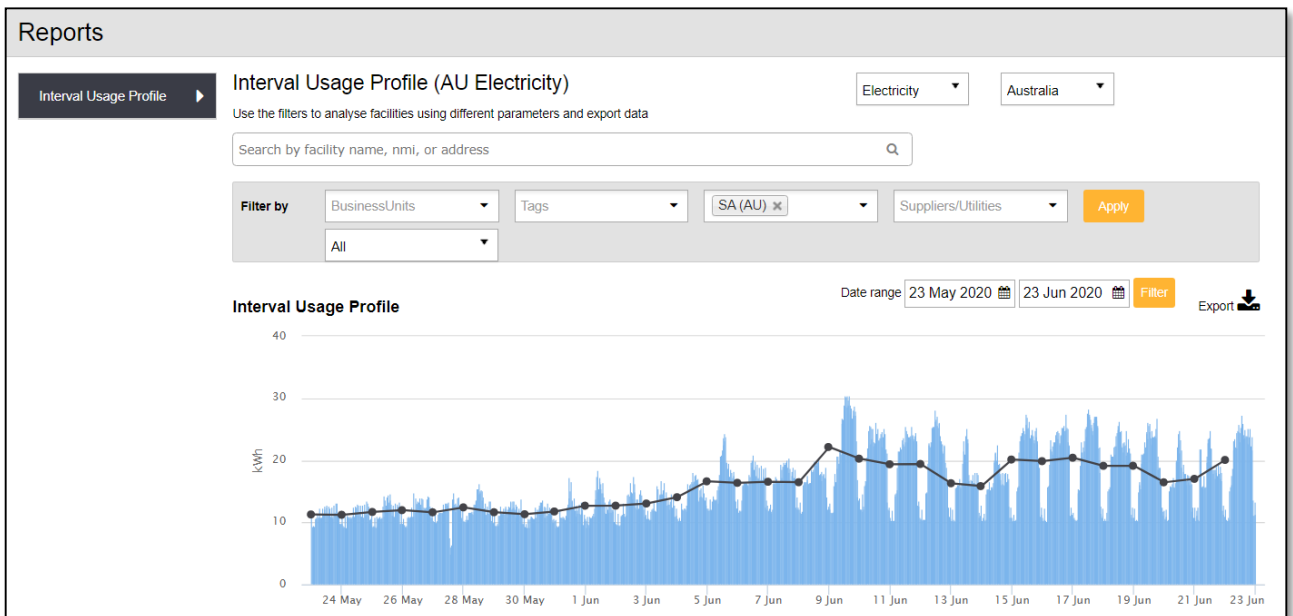
- ✓ Data is a total amount for all sites filtered.
- ✓ 1 file generated.
- ✓ Data displayed in Usage, Demand kVa and Reactive, in 30 minute intervals

#### B. Export Interval Usage Profile by Site:

- ✓ 1 file generated per state.
- ✓ Data per NMI is displayed in kWh and kVa, in 30 minute intervals.
- ✓ Total kWh for each NMI displayed.

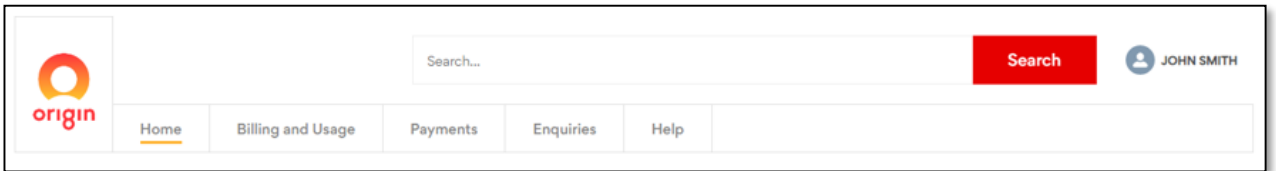
#### C. Export Interval Usage Profile in NEM12:

- ✓ 1 file generated.
- ✓ All 30 minute data for each NMI.





The final three tabs in the top navigation panel are **Payments**, **Enquiries** and **Help**.



### 3. Payments

Provides a list of the payment options Origin provides, including a link to pay your bill online.

### 4. Enquiries

Submit an online enquiry for your ABN account. Each enquiry type option has different criteria for you to enter so that we can assist you with your enquiry.

### 5. Help

Contains articles on topics such as Moving out of a site, Reconnecting and Network Tariffs. Forms are also stored here for your convenience.

Email [MyBusinessAccount@originenergy.com.au](mailto:MyBusinessAccount@originenergy.com.au) or contact your dedicated account manager for more information.

## B. How-to guides

### (a) Download a single bill

1. Click the **Billing and Usage** tab, which will open in a new tab in your browser.
2. Use ABN/Company search in top right hand corner to locate customers account.

Remember, start typing the company name and options will be presented for you to choose. Alternatively you can type the full name, without any spaces. EXAMPLE: To find data on Sample Company Pty Ltd, type: 'SampleCompanyPtyLtd' as shown below.

3. Select the **Facilities** menu title.
4. Select **Facilities Energy** from the drop-down menu.
5. Use the filters to locate the site (facility).
6. Click the **Bills** button in the Action column on the site row that you would like a bill for.
7. Click the pdf icon to download the invoice.

### (b) Download bills in bulk

1. Click the **Billing and Usage** tab, which will open the dashboard in a new tab on your browser.
2. Select the **Payables** menu title.
3. Click **New Charges Report** from the drop-down.
4. Use the filters to locate the site/s (facility) required.
5. Click **Show Historical** tick box to access all invoices.

**NOTE:** If this is not selected only the last invoice for the NMI/MIRN will be generated

6. Click **Advanced filters** enter a **Covering Period** to limit a date range of bills to download.
7. Click **Apply**.
8. Click **Export**.
9. Select **Bulk Export Bills**.
10. Open zip file.

### (c) Download interval or Nem12 data (Multiple NMIs)

1. Click the **Billing and Usage** tab, which will open in a new tab.
2. Use ABN/Company search in top right hand corner to locate customers account.

Remember, start typing the company name and options will be presented for you to choose. Alternatively you can type the full name, without any spaces. EXAMPLE: To find data on Sample Company Pty Ltd, type: 'SampleCompanyPtyLtd' as shown below.

3. Select the **Reports** tab at the top of the page.
4. Click **Interval Usage Profile** from the drop-down menu.
5. Set the filter to locate the sites you would like a report on.

**NOTE:** At least one filter is required. If reporting on all sites, select all states.

5. Select **Date Range**.
6. Click **Apply**.
7. Click **Export**.
8. Select either 'Export interval usage profile by Site CSV' or 'Export usage profile in Nem12'

## (d) Download interval data (Single NMI)

This can be completed using the (c) Download interval or Nem12 data (Multiple NMIs) process.

1. Click the **Billing and Usage** tab, which will open in a new tab.
2. Use ABN/Company search in top right hand corner to locate customers account.

Remember, start typing the company name and options will be presented for you to choose. Alternatively you can type the full name, without any spaces. EXAMPLE: To find data on Sample Company Pty Ltd, type: *'SampleCompanyPtyLtd'* as shown below.

3. Select the **Facilities** menu title.
4. Select **Facilities Energy** from the drop-down menu.
5. Use the filters to locate the site (facility).
6. Click the **Usage** button in the **Action** column on the site row that you would like a report for.
7. Set the **Date Range** for the report.
8. Click **Apply**.
9. Click **Export**.
10. Select **Export Interval Usage**.

## (e) Download Gas Usage data (Single MIRN)

1. Click the **Billing and Usage** tab, which will open in a new tab.
2. Select the **Facilities** menu title
3. Select **Facilities Energy** from the drop-down menu.
4. Use the filters to locate the site (facility).
5. Click the **Usage** button in the **Action** column on the site row that you would like a report for.
6. Set the **Date Range** for the report.
7. Click **Apply**
8. Click **Export**
9. Select **Export Gas Interval Usage**

For more information, email  
[MyBusinessAccount@originenergy.com.au](mailto:MyBusinessAccount@originenergy.com.au)

