My Business Account

Overview and How-to Guide

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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 5 tasks completed in My Business Account; How to download bills, interval data and set up tags for easier repeat reporting.

There's more information online at underlineorigienergy.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**.
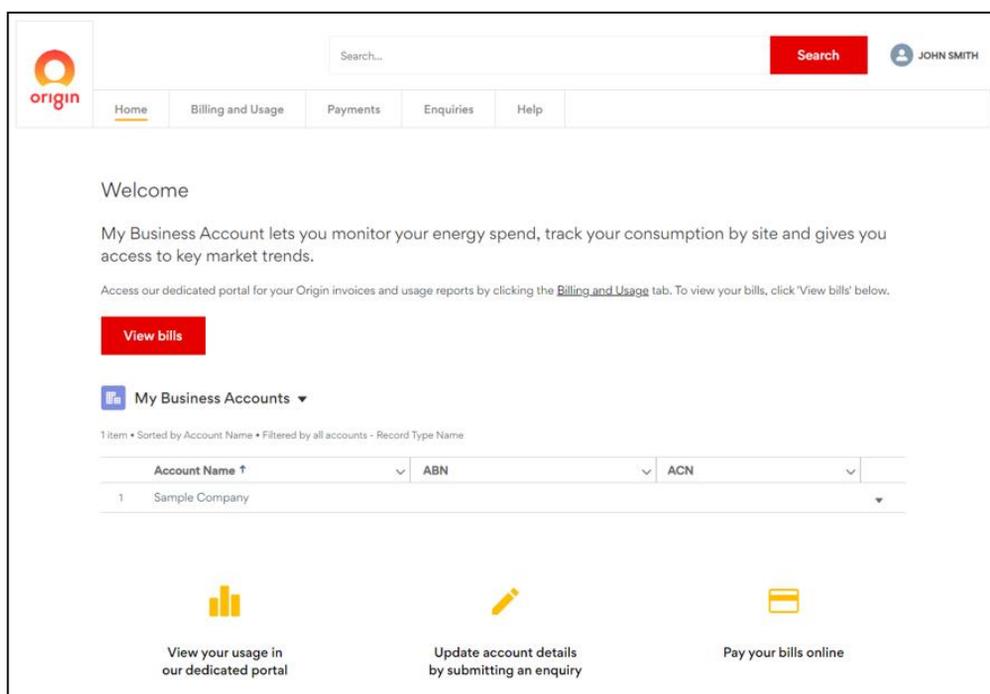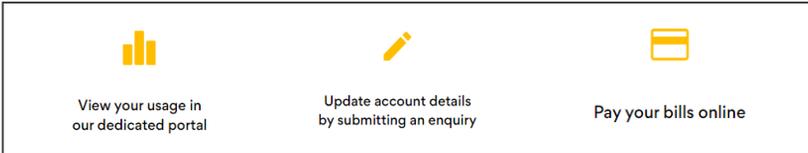

1.1 Your accounts list

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.
- Contracts – all contracts associated; showing status, number of sites and fuel.
- Cases – any enquiries raised for this ABN,
- Account Team Members – displays the assigned Sales and Service agents.

1.2 Quick access using icons

And finally, at the bottom of the **Home** page, the yellow icons below make it easier for you to achieve tasks quickly in My Business Account:

| View your usage in our dedicated portal | Update account details by submitting an enquiry | Pay your bills online |

2. Billing and Usage

The next tab along from **Home** is the **Billing and Usage** tab. Located here is an overview of the data available in your account, location and site data, and your usage and spend information.

There are five main areas in the Billing and Usage section:

- **Dashboard** – provides an overview of all sites.
- **Facilities** – shows individual site data breakdown.
- **Payables** – bulk invoice information.
- **Market** – data on market pricing and trends.
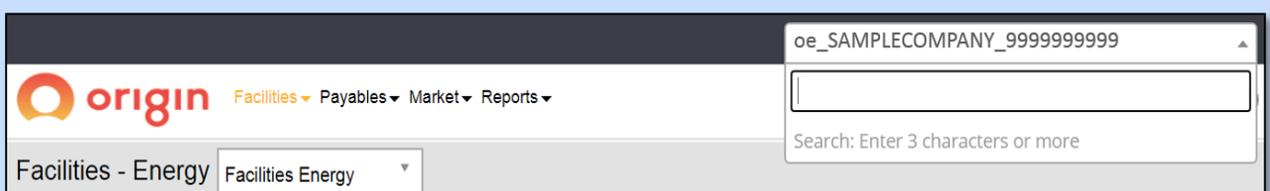- **Reports** – download meter and billing reports.

origin   Dashboard   Facilities ▾   Payables ▾   Market ▾   Reports ▾

Tip 1: Need data for one ABN?

Remember, data for only 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' shown below.*

origin   Facilities ▾ Payables ▾ Market ▾ Reports ▾

oe_SAMPLECOMPANY_9999999999

Search: Enter 3 characters or more

Facilities - Energy   Facilities Energy ▾

2.1 Dashboard

Once you click the **Billing and Usage** tab, you'll find a helpful overview of the data available on the **Dashboard**. This includes site locations and usage and spend, and you can find more detail by hovering or clicking each site.
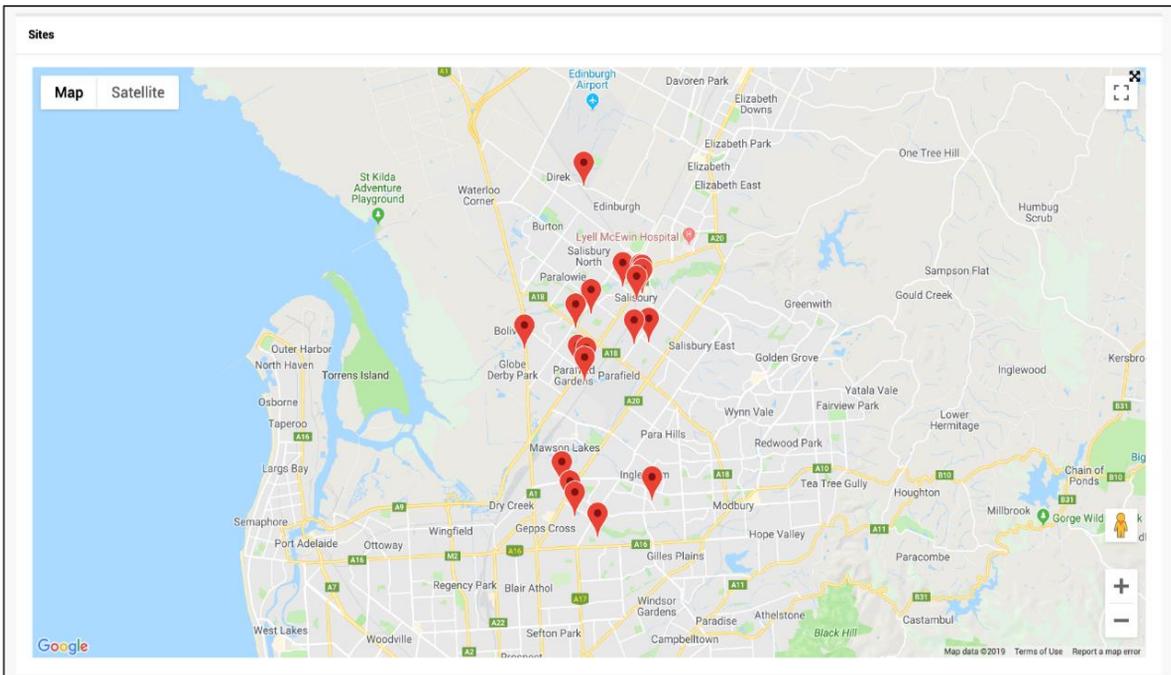
Data Availability Status

At a glance, use this as a snapshot for your Facilities (NMI/MIRNs) status. Hover your mouse over each status heading for more information.
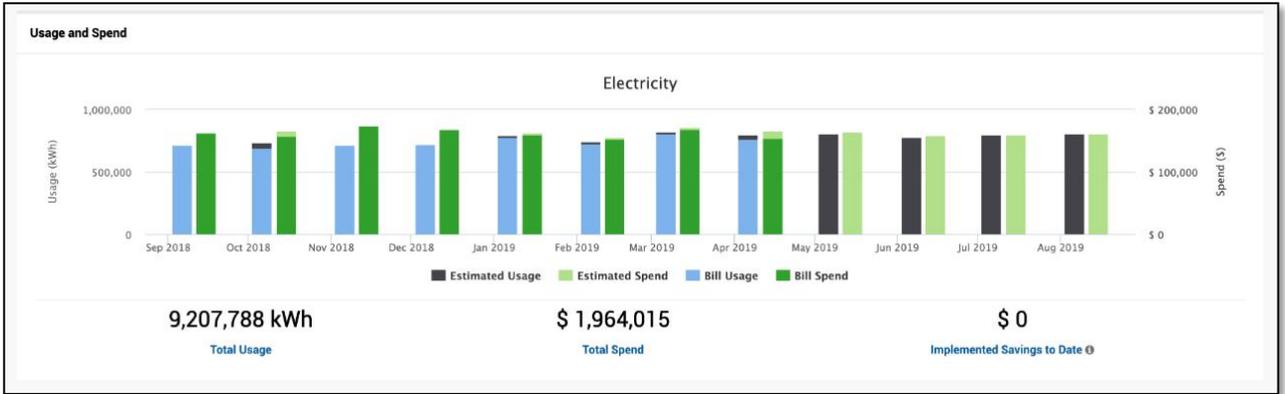

Sites

Your sites are illustrated on a map and you can click on a red pin to bring up specific site information.

Clicking on the NMI / MIRN in the information will allow you to navigate to that site information in the **Facility** tab.

Usage & Spend

The below table is a data representation of all NMIs or MIRNs for the ABN. This is information is directly from the invoices generated. You can filter the data by clicking the relevant coloured bar.

Usage and Spend

Electricity

Legend: Estimated Usage | Estimated Spend | Bill Usage | Bill Spend

9,207,788 kWh	$ 1,964,015	$ 0
Total Usage	Total Spend	Implemented Savings to Date ℹ

Top 10

Compare your sites against each other, showing which sites have the highest usage or dollar spend, for a 12-month rolling period.

You can also compare the top 10 facilities that have the biggest variance in usage and spend over the last 2 months.

Top 10 Usage and Spend

Top 10 Usage ℹ		Top 10 Spend ℹ	
Site 11	5,562,831 kWh	Site 11	$ 1,058,365
Site 3	652,188 kWh	Site 3	$ 170,535
Site 2	645,427 kWh	Site 5	$ 143,747
Site 5	366,980 kWh	Site 6	$ 79,386
Site 7	280,570 kWh	Site 12	$ 74,678
Site 12	251,598 kWh	Site 2	$ 56,744
Site 6	190,538 kWh	Site 4	$ 53,807
Site 9	185,792 kWh	Site 9	$ 52,619
Site 1	168,097 kWh	Site 15	$ 43,822
Site -15	144,442 kWh	Site 13	$ 39,722

Tip 2: Electricity or gas data?

Use the dropdown menu and the top right-hand corner to switch between fuels:

d (AU - Electricity)   Australia ∨   Electricity ∨

Electricity

Gas

2.2 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.
>
> Set up a 'Tag group' if you need to report or locate set sites regularly. See the How-to guides on page 14 of this document; "Create site tags".

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:

- o Bills – provides you with a list of site invoices.
- o Facility Details – where you can add tags to better manage your data.
- o Usage – provides more detail on the site including a Daily usage report, Time of Use graphs, Max Daily Demand and Monthly Demand Graphs.

2.3 Payables

When you click the **Payables** tab, three menu items are listed on the left-hand side: New Charges Report, 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 you don't receive consolidated invoices, there will be no data displayed.

Otherwise if you currently receive consolidated invoices, your most recent 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 you don't receive EDI file invoices, there will be no data displayed.

Otherwise, if you 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.

2.4 Market

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

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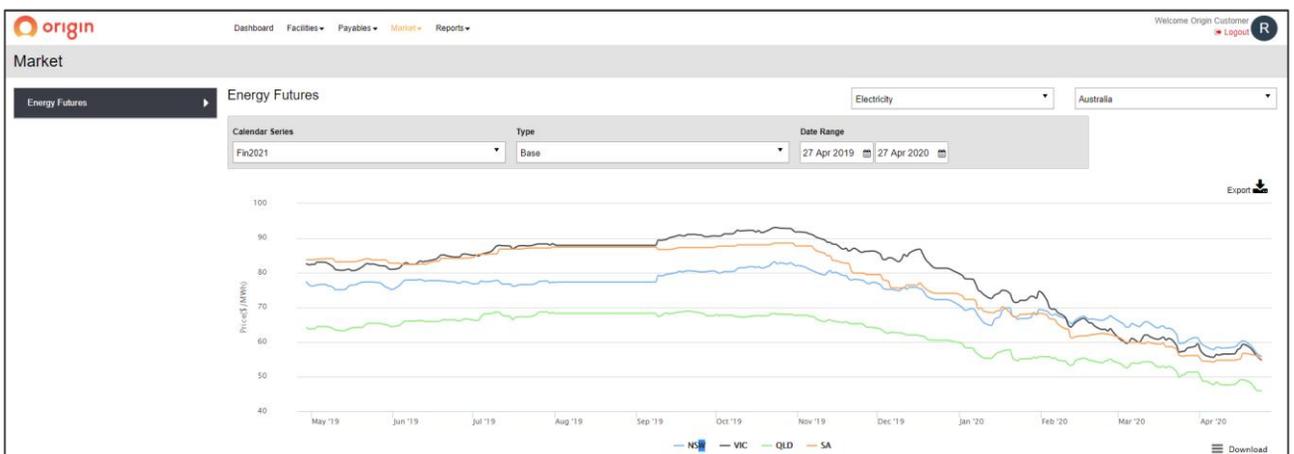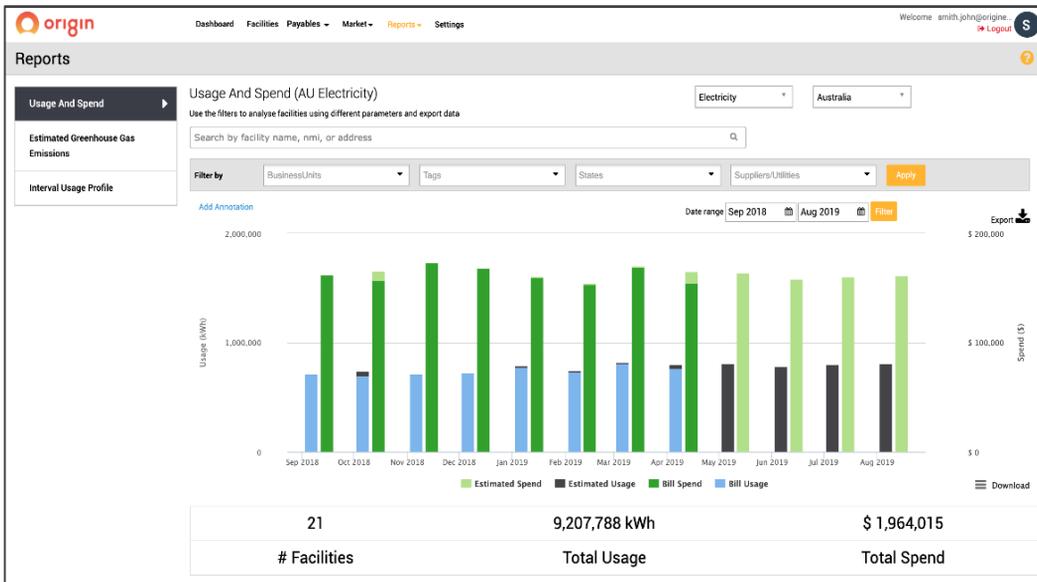
2.5 Reports

The **Reports** menu provides you with three useful reports; Usage and Spend, Estimated Greenhouse Gas Emissions and 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.

Usage And Spend

The 'Usage And Spend' report shows 12 months of rolling data for total bill spend and usage across the all facilities. This data is extracted from PDF invoices.

You are also able to access the facilities individual site reporting in the rows under the graph.

Tip 4: Hover over the graph for the dollar value for that month. Remember, all values are exclusive of GST unless otherwise indicated.

Estimated Greenhouse Gas Emissions

The 'Greenhouse Gas Emissions' report shows estimated greenhouse gas emissions against usage for the date range specified. Filter each category in the chart by clicking on the key labels. This information is extracted from the PDF invoices.

Tip 5: Hover over the graph for the specific emissions value.

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 is displayed in Usage, Demand kVa and Reactive, in 30 minute intervals.

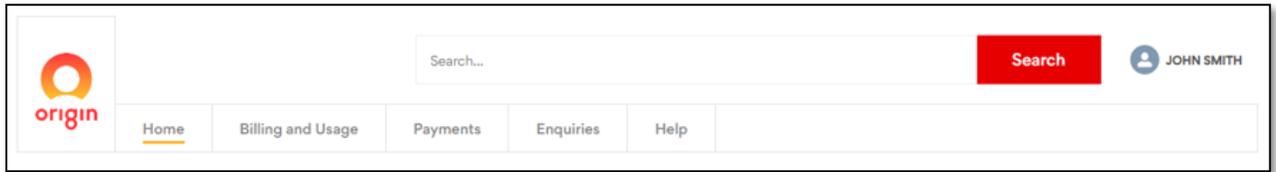B. Export Interval Usage Profile by Site:

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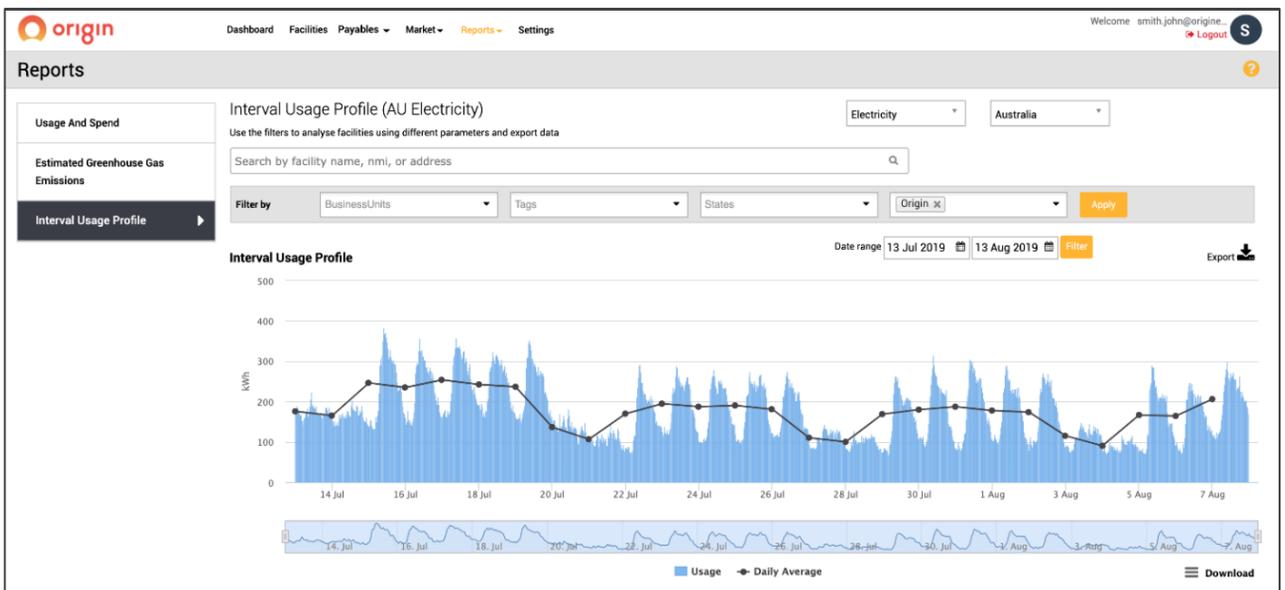
The final three tabs in the top navigation panel are **Payments, Enquiries** and **Help**.

3. Payments

Here you'll find a list of the payment options Origin provides, including a link to paying 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 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 a new tab in your browser.
2. Select the **Facilities** menu.
3. Select **Facilities Energy** from the drop-down menu.
4. Use the filters to locate the site (facility).
5. Click the **Bills** button in the Action column, for the required site
6. 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 data (Single NMI)

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 Interval Usage**

(d) 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**

(e) Download interval or Nem12 data (Multiple NMIs)

1. Click the **Billing and Usage** tab, which will open a new tab in your browser.
2. Select the **Reports** tab at the top of the page.
3. Click **Interval Usage Profile** from the drop-down menu.
4. 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'.

(f) Create Site Tags

1. Click the **Billing and Usage** tab, which will open a new tab in your browser.
2. Select the **Facilities** menu title.
3. Select **Facilities Energy** from the drop-down menu.
4. Use the filters to locate all sites you would like to group for future reporting.
5. Click the **Facility Details** button
6. Enter the a name in the **Tag** field.
7. Click **Back.**
8. Repeat for all sites, using the same tag.

This Tag filter can then be used to locate these sites quickly.

For more information, email
MyBusinessAccount@originenergy.com.au

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