



ENERGY



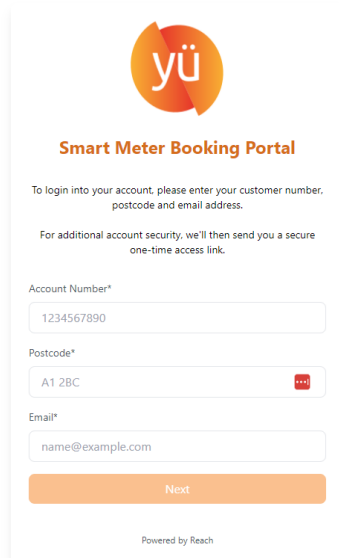
*getting started*  
**OUR SMART METER  
BOOKING PORTAL**

[WWW.YUENERGY.CO.UK](http://WWW.YUENERGY.CO.UK)

# smart meter booking portal LOGGING IN

Our Smart Meter Booking Portal is the easiest way to book your smart meter installation, allowing you to pick a date and time that suits you. To get started you will need the following:

- Your Account Number (This can be found at the top of your bill)
- The Site Postcode (The postcode for the supply address)
- Your Email Address



**Smart Meter Booking Portal**

To login into your account, please enter your customer number, postcode and email address.

For additional account security, we'll then send you a secure one-time access link.

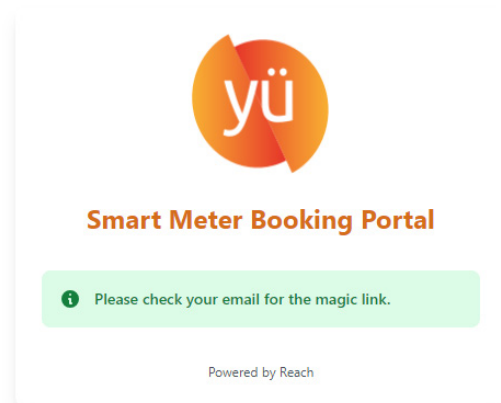
Account Number\*

Postcode\*

Email\*

Next

Powered by Reach



**Smart Meter Booking Portal**

Please check your email for the magic link.

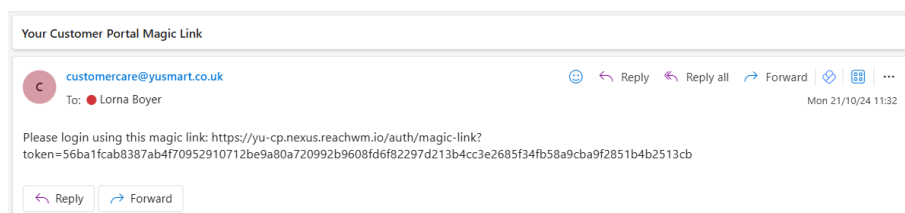
Powered by Reach

## Logging in

When you reach the log-in screen, input the requested details and select 'next'. You should then see a confirmation screen, telling you a 'Magic Link' has been sent to the email address provided.

## Magic Link

Your 'Magic Link' is a link that will log you into the portal. This will be sent to the email address you provided and will come from 'customer@yusmart.co.uk'. If the link is not clickable in the email, you may need to copy and paste the address into a new browser window.



## TIP

If your Magic Link doesn't come through to your email within a few minutes, check your spam or junk folder. If it still hasn't arrived, check the email address you entered on the log-in screen was correct.

# smart meter booking portal


## BOOK AN APPOINTMENT

Dashboard

Welcome,

Book Appointment

Logout

 You currently have no appointments booked.

Once you've logged in, you will see the screen above. If you already have any appointments booked, they will show here.

To book a new installation appointment, click 'Book Appointment' in the top right corner. This will take you to the screen below.

New Booking

Dashboard

Logout

### Appointment Details




Appointment Type\*

Select from the dropdown  
 Select from the dropdown  
 Smart Meter Installation

Job Type\*

Select from the dropdown

	Mon 28-10-2024	Tue 29-10-2024	Wed 30-10-2024	Thu 31-10-2024	Fri 01-11-2024	Sat 02-11-2024	Sun 03-11-2024
6am - 8am							
8am - 12pm		●	●				
8am - 6pm		●	●				
1pm - 5pm		●	●				
5pm - 8pm							

 Unavailable Slots  Currently Selected  Available Slots

### Booking a New Appointment

Start by selecting the appointment type and job type from the drop down options. This will usually be 'Smart Meter Installation' and either 'Gas' or 'Electricity'. You will then be able to choose a time slot from the options highlighted in white on the calendar. You can use the arrows on the left and right side of the dates to scroll through and find a suitable time.

**Please note:** If your energy supply with Yü Energy has not yet started, you will need to select an appointment date **after** your supply start date.



# smart meter booking portal

## BOOK AN APPOINTMENT

After selecting a date, review your contact details to ensure they are accurate. If any changes are made, make sure everything is correct before confirming your booking, as we will use these details to contact you about your appointment.

Make sure you read and accept the acknowledgements at the bottom of the page. You must accept these to make your booking.

Once you are happy that all details are correct, choose 'Confirm Booking' to complete your booking.

### Confirmed Contacts

Please ensure these details are correct as we will use these to contact you about your booking.

Confirmed Telephone Number

01234567890

Confirmed On-site Contact Name

Joe Smith

Confirmed E-mail Address

hello@example.co.uk

▲ Before your appointment can be booked, we need you to acknowledge the following:

- Someone 18 or over will be on site for the duration of the appointment.
- The area around the meters is clear.
- Your power will be off for approximately 45-60 minutes

Cancel

Confirm Booking

### Success!

Once you've confirmed your booking, you're all set. We will email you to confirm your appointment, and with any other important information regarding your appointment.

### Q&A

#### Can I reschedule my appointment using the portal?

No. If you need to reschedule your appointment, please call us on 0115 975 8258 to speak to our team.

#### How far ahead can I book an appointment for?

Our capacity is currently open for 90 days ahead but we expect a booking to be arranged within the next 30 days. If you are a new customer, please ensure your appointment date falls between your supply start date and 30 days post supply start.

#### What happens if I cancel my appointment?

If the cancellation is less than 3 days from your installation date, you may be charged.