



Customer Portal

Instant access to your energy data

Our online customer portal gives you instant access to detailed information about your electricity account, as well as useful market information. This user-friendly, easy-to-navigate tool lets you analyse and understand your electricity consumption and greenhouse gas emissions, as well as keep an eye on the National Electricity Market (NEM).

ACCESS BILLING HISTORY

TRACK DAILY AND MONTH-TO-MONTH ENERGY CONSUMPTION AND DEMAND

SEE THE BREAKDOWN OF ELECTRICITY BILLS

NO CHARGE TO CUSTOMERS

Why choose us?

As Australia's largest business-only energy retailer, ERM Power is the smart choice to help your organisation better manage its energy in today's dynamic environment.

We take a holistic view of your organisation's energy usage and needs, from electricity procurement and proactive account management through to recommending the right mix of energy solutions to make the most of every kilowatt.

Our range of energy solutions include Power Factor Correction, lighting upgrades, energy management software, Solar PV, Network Tariff Optimisation, Demand Response and other smart technologies.

Consult with your dedicated account manager who can arrange for our energy efficiency experts to tailor an energy management plan for your organisation.

Analyse energy consumption reports that show your site/s energy usage

- View energy usage during peak and off-peak periods to determine how changes in operating patterns may save you money
- Sustainability managers can easily access reports on greenhouse gas emissions

Instantly access your billing data and invoice history

- Export data to a CSV file for easy reporting and analysis
- Know when your invoices are due

Market information

- Energy and Procurement Managers can monitor the forward contract market and spot rates for the NEM, helping you to decide when to make your contracting decisions

How to login to our customer portal

Access to the portal is from our website (there's a link on every page – just click on "Login").

Customers signing up with us, will be provided with login details, sent via email to their nominated contact. You can arrange access for as many users as you like, for individual sites or for your entire account. If you've forgotten your login details or require additional user access, just contact your account manager.

Payment options

Many other retailers may charge you a fee, but access to our Customer Portal is complimentary to all our customers.



How can our customer portal help your organisation?

Access

- Access the information you need to manage your energy usage

Track

- Easily track your energy spend to manage within budgets

Planning

- Schedule automatic reports to your inbox (daily, weekly or monthly)

Manage

- Manage demand charges by conducting in-depth analysis of your demand patterns

Status

- Track the status of your sites as they transfer to us

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