



zembl

Everything energy



GUIDE

Zembl Energy Portal

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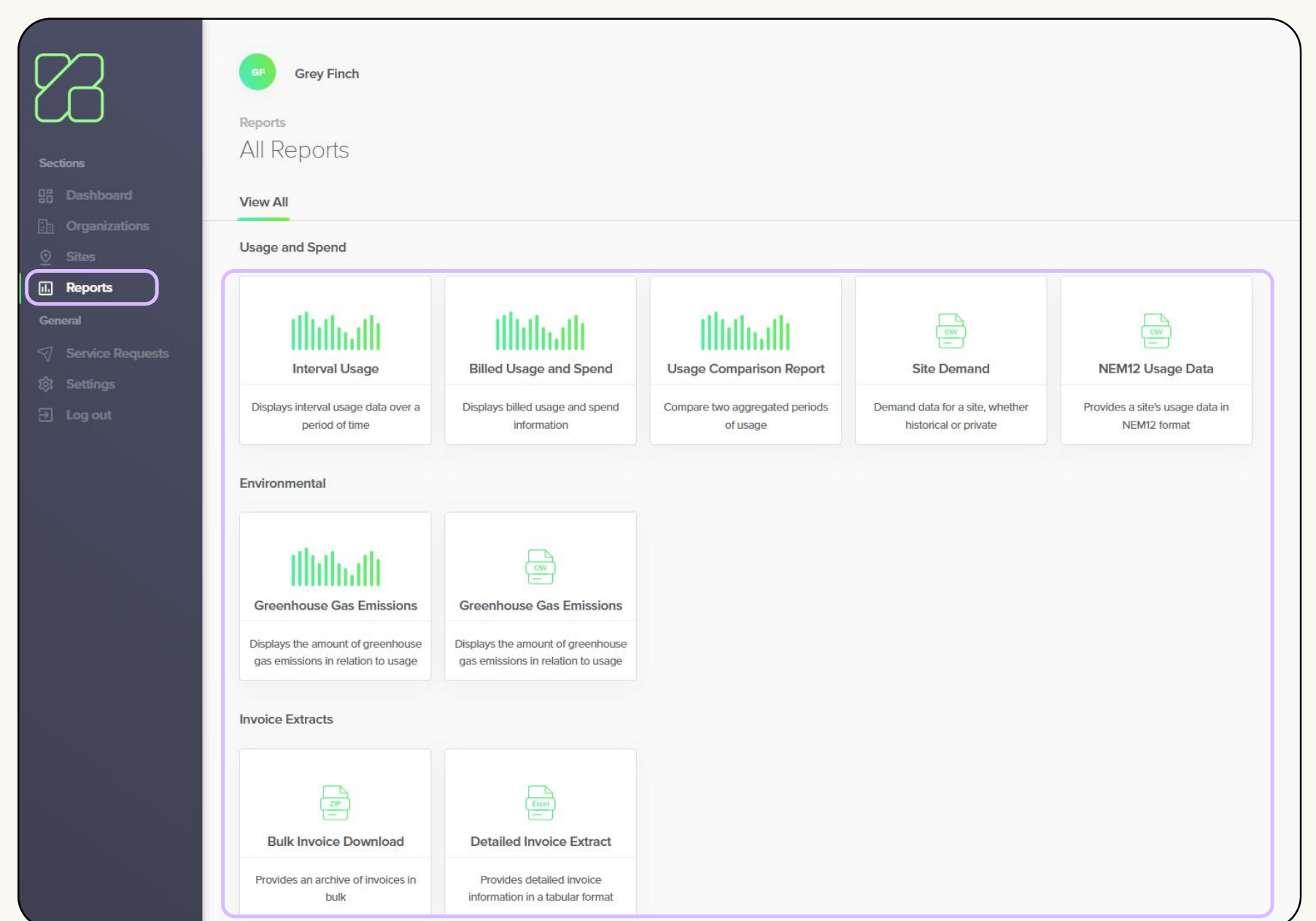
Guide

Activate your Energy Portal

1. Check your inbox for an email from Zembl that contains the portal activation link
2. Follow the prompts within the email to activate your Energy Portal account
3. On the webpage, enter your email address and click “**Confirm**”
4. You’ll receive an email - follow the prompts to set your password
5. Bookmark the login page for future access.
6. Your username is the email address that received the portal activation link

Access and build reports

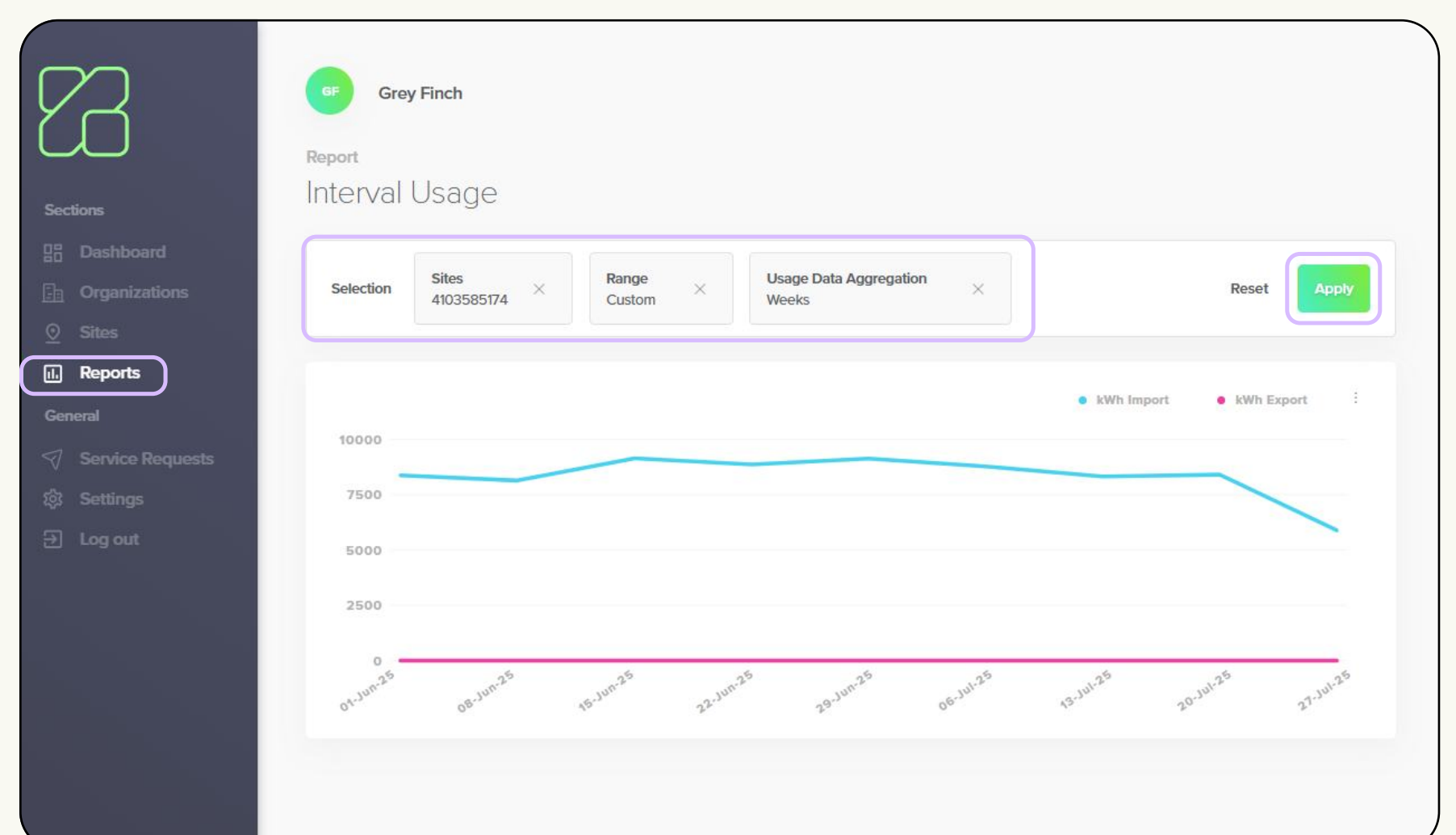
1. Go to the **Reports** section.
2. Choose the type of report (e.g. Interval Usage, Usage Comparison).
3. Apply filters, which include:
 - a. Site
 - b. Date range
 - c. Comparison Periods
 - d. Levels of Aggregation
 (where available)
4. Click **Apply** to generate.
5. If the report type allows download, a **CSV file** will automatically save to your device. Others will display in the portal visually.



Access and build reports

View your contract details

1. Go to the **Sites** tab.
2. Select a site.
3. Click on the **Contracts** section.
4. Select the relevant Contract
5. View rate details and expiry dates.



Access and build reports



Guide

Upload a bill

1. Go to the **Service Requests** tab in the top menu.
2. Click on **Submit Historical Data**
3. Select or drag and drop your files to add bills

Please note:

- Only retailer-issued bills related to the NMI's contracted through Zembl can be loaded.
- Only bills from within the last 12 months will be accepted into the Portal
- Provided there are no ingestion issues, the bill will be available within 24 hours.
- If you're unable to locate the bill within 24 hours please contact dedicatedsupport@zembl.com.au

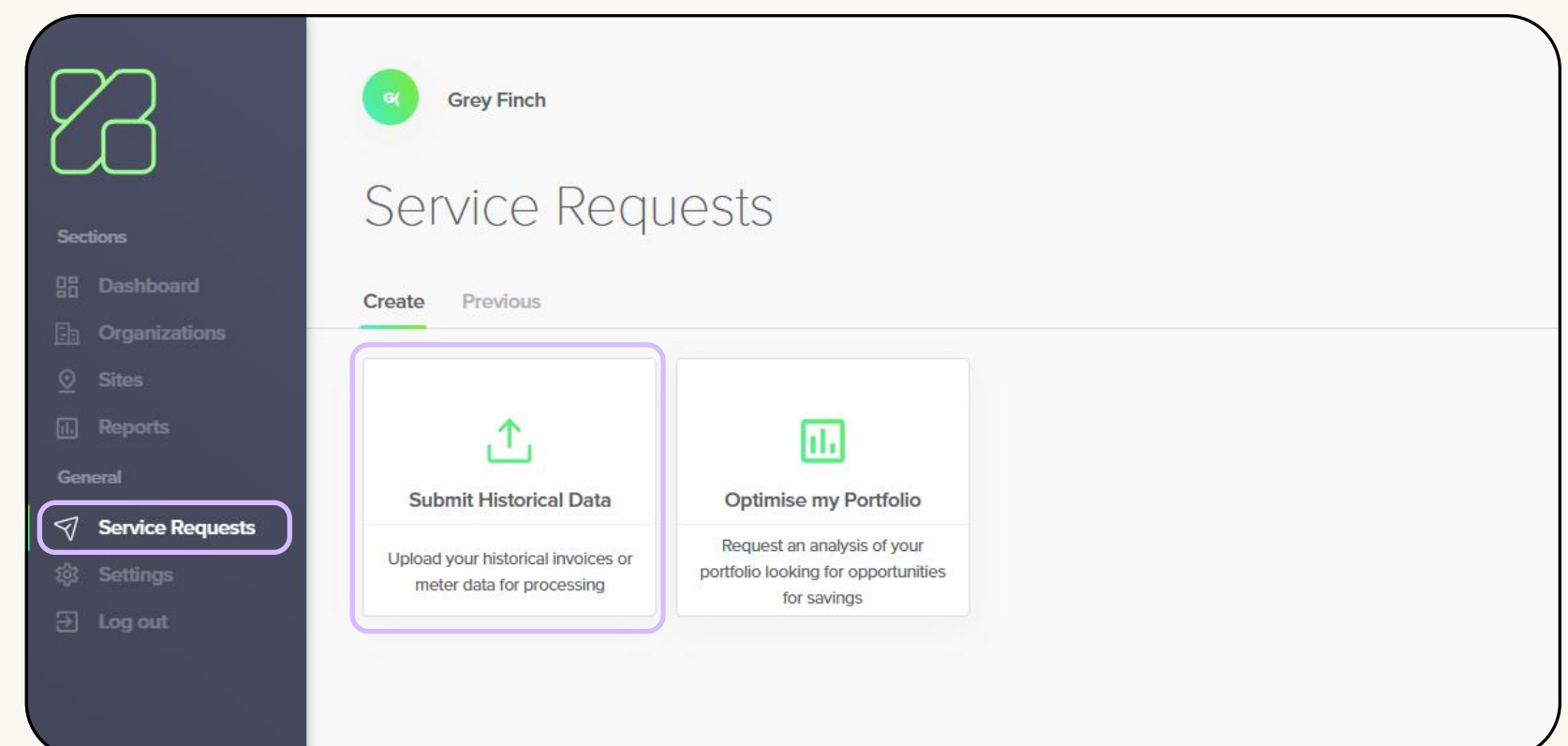
View and download individual bills

Navigate to the **Sites** tab and select the relevant site.

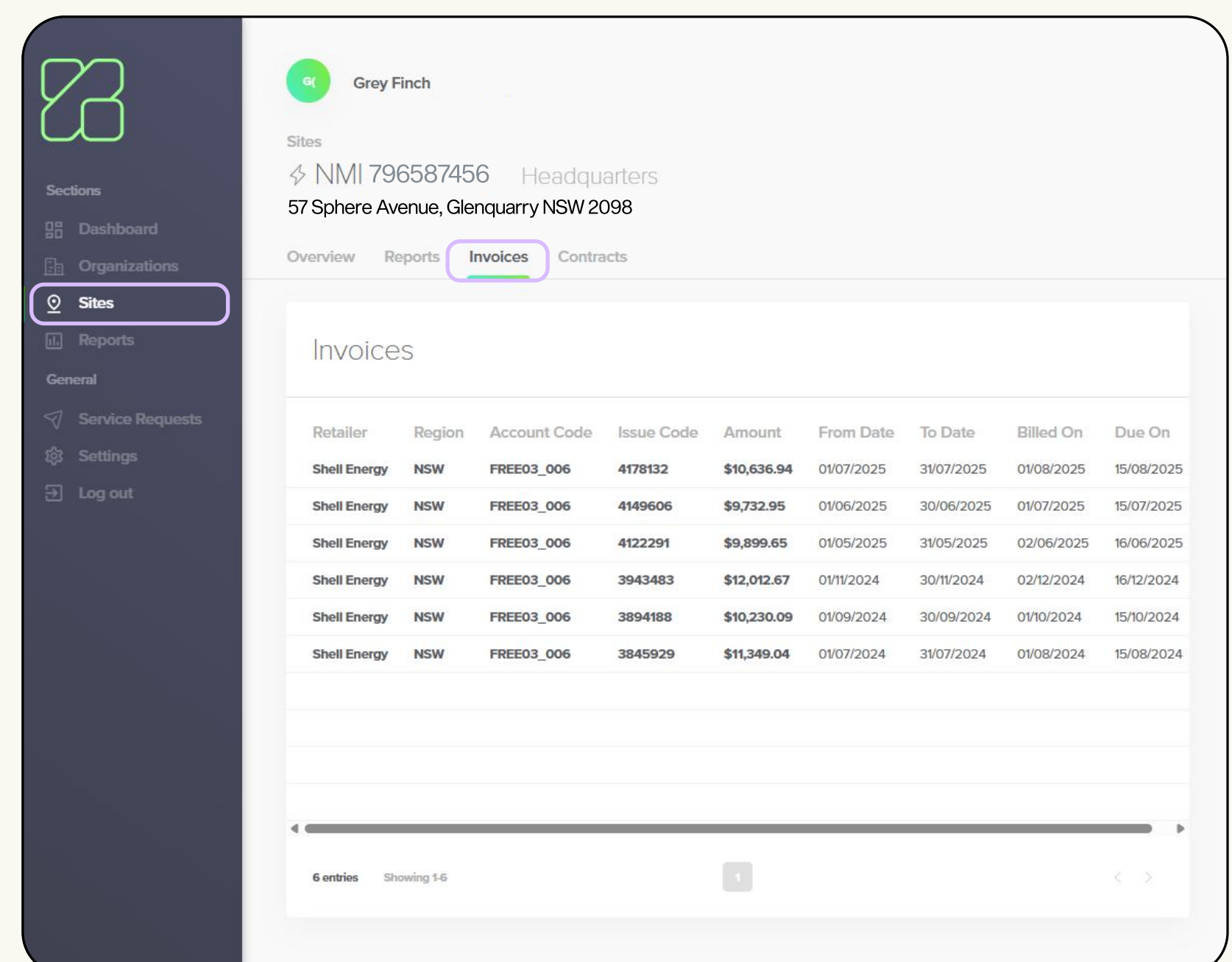
1. Click on **Invoices**
2. Find the bill you want, then click to **view** or **download PDF/CSV**.

View and download bills in bulk

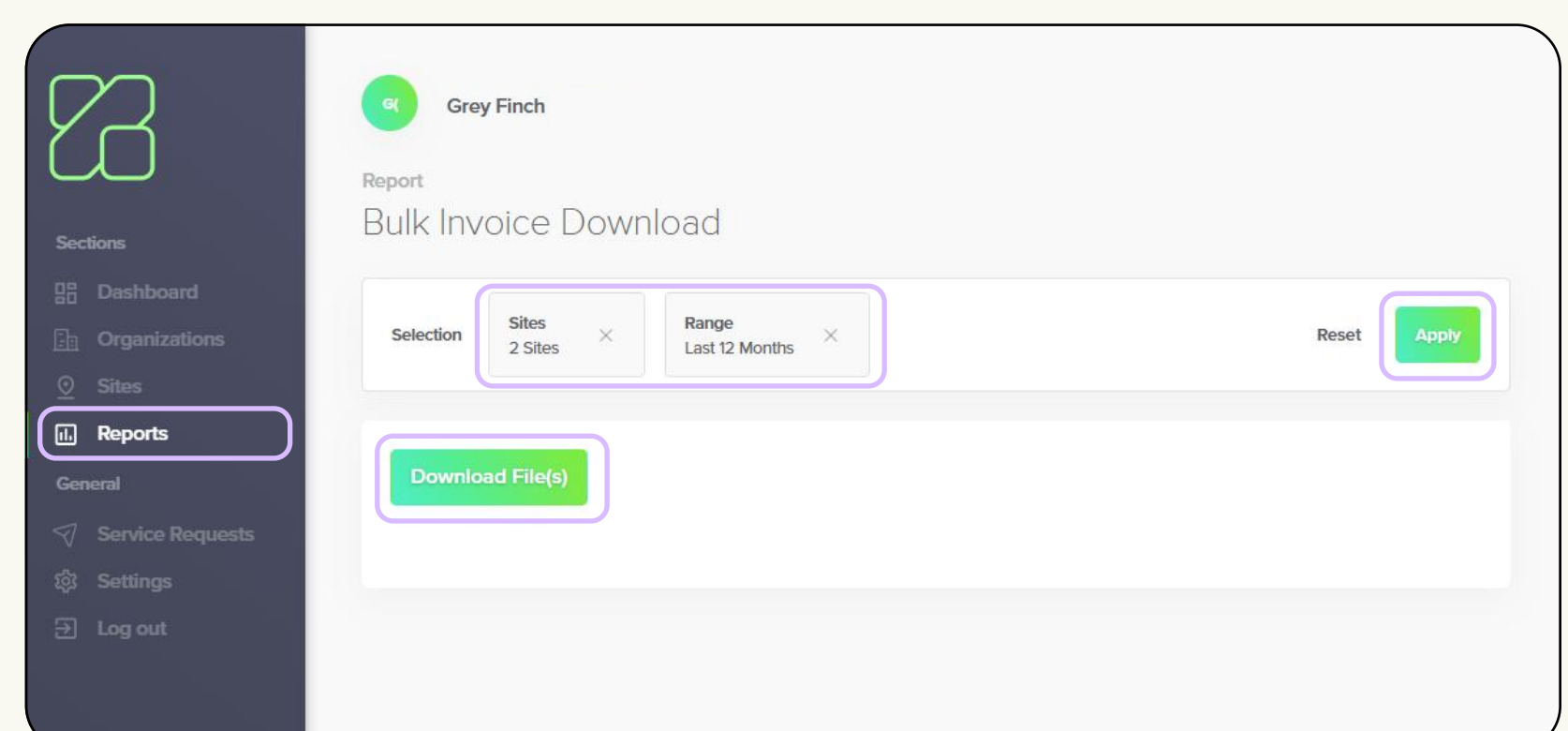
1. Navigate to the **Reports** tab and select **Invoice Extracts**.
2. Find the group of bills you want, then click to **view** or **download PDF/CSV**.



Upload a bill



View and download individual bills



View and download bills in bulk



FAQs

Getting started

**How do I access the portal?**

Follow the link within the email from Zembl to activate your portal access. Once activated, you can set an password and login.

**I didn't receive my welcome email. What should I do?**

Please check your spam or junk folder. If it's not there, contact our dedicated Customer Success Team on 1300 957 721 or dedicatedsupport@zembl.com.au for assistance.

**Can I reset my password?**

Yes. Click on the "Forgot your password?" link on the login page and follow the prompts to reset your password.

**Can I view multiple ABNs or sites with one login?**

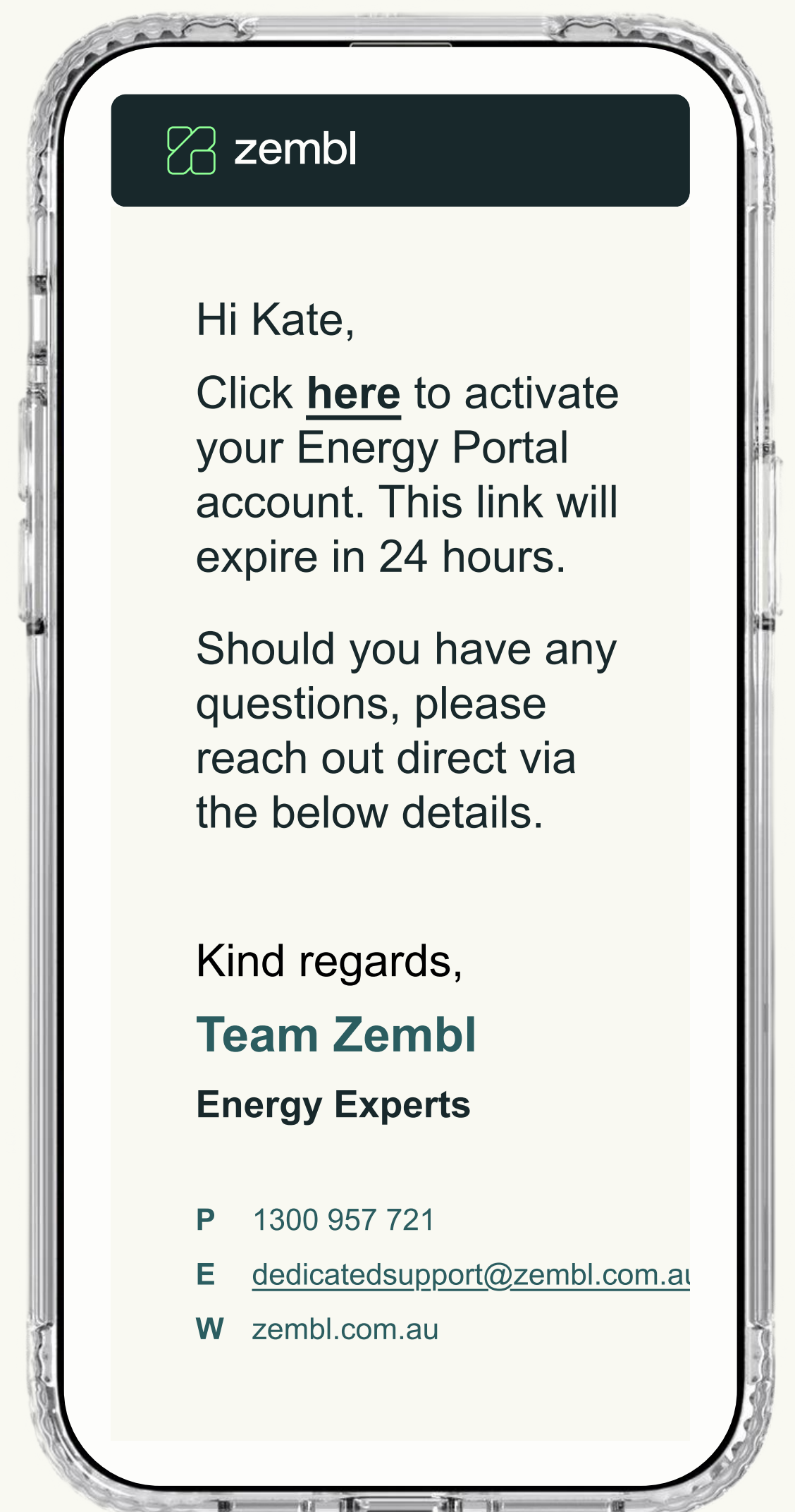
Yes. The portal allows you to access multiple ABNs or sites under a single login. Should you wish to add further ABNs or sites within your login, please contact the Zembl Customer Success team.

**Does the portal work on all browsers?**

The portal officially supports the majority of commonly used web browsers including Chrome, Edge, Safari and Firefox.

**Can I access the portal from my phone or tablet?**

Not yet, for now you can access the portal from a desktop or laptop.





FAQs

Data and reporting



What information can I view in the portal?

You can access:

- Energy usage and spend dashboards
- Scope 2 GHG emissions data
- Contract rates and details
- Bills (PDF and CSV formats)
- Interval data, including NEM12 and demand profiles



How frequently is the data updated?

Data updates align with your billing cycle and metering data availability, typically on a daily basis for meter data (where available) and monthly basis for bills.



Can I export my data?

Yes. Some reports and data can be downloaded in CSV format for your records and analysis.



How is my data protected?

Your data is stored and encrypted in transit using security protocols such as Transport Layer Security (TLS). TLS ensures your data remains private, protected, and reliable at every step.



What should I do if I believe my usage or spend data is incorrect?

If you believe anything's missing from your portal data or anything is incorrect, please get in touch with the Zembl Customer Success Team to let us know. We work closely with metering providers and retailers to ensure that your bills and usage data are up to date in the platform but occasionally data delays can occur, depending on your retailer and their processes.



Why isn't there any data showing in my portal?

There are two common reasons why your portal may not yet show any data:

1. Your energy contract hasn't started yet – data will only begin flowing from your contract's start date.
2. We're waiting on your retailer or metering coordinator to provide the data – if the contract is active but data is missing, it likely means we're still awaiting their submission of your bill or data.

Rest assured, if your contract is live and data is missing, our team will follow up with the retailer on your behalf.



FAQs

Bills and contracts



Where can I find my bills?

Navigate to the 'Sites' tab and select the relevant site. Click on 'Invoices'. Find the bill you want, then click to view.



Can I download bills in bulk?

Yes, navigate to 'Reports' then the 'Invoice Extracts' section to view and download your bills in PDF or CSV format.



Can I upload past bills?

Yes. You can upload bills through the portal's Service Request feature. Please note, only retailer-issued bills for the sites you've contracted through Zembl are accepted.

Please note that some bills might require fixes in the system before they're published in the portal. We perform daily routines to ensure all bills are properly ingested and published within 24 hours.



Can I view my contract details?

Yes. Contract rates and expiry details are available via the individual site. Click into the 'Sites' section of the portal. Once you have selected the required site, click 'Contracts'.



How far back can I see my data or bills?

Most reports will provide 24 months of data. You can manually upload older bills if you wish to run reporting on that point in time. Please note that not all older bills are supported.



Can I raise billing issues through the portal?

Not at this stage but we're looking at it for future releases. Watch this space and in the meantime, for any billing concerns, please contact our dedicated Customer Success Team on 1300 957 721.



FAQs

Tags and reporting



What are tags?

Tags group sites into “Organisations” to enable reporting on different aspects of your energy usage. Tags including property type, business unit, cost centre and service area can be applied individual sites.



Can I create, allocate or edit tags?

Expect to see this feature on your Energy Portal soon. For now, tags are predefined and can be assigned by Zembl to your data for reporting purposes. Contact the Customer Success team to request tag allocation.



Can I generate reports across multiple sites or ABNs?

Not at this time. The portal currently supports single site reporting.

Account management



Can I add or remove users from my account?

This functionality is planned for a future release. Currently, user management is handled by our dedicated Customer Success team.



How do I update my contact or organisation details?

Please reach out to our dedicated Customer Success Team on 1300 957 721 to make any updates to your account information.



Will I be able to give read-only access to other people in my company?

Not currently, but this feature is planned for future releases. Watch this space.



Your energy data made actionable

The Zembl Energy Portal is your gateway to all the energy data, reporting and insights that your business needs simplified, visualised and ready to act on.



Consolidated view

See all your sites and spend in one place.



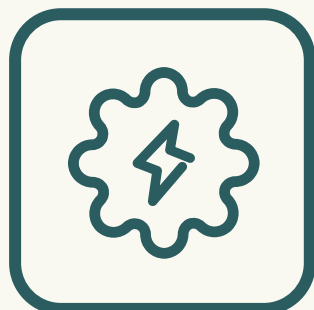
Contracts & invoices

Download contracts, check invoices and stay audit-ready.



Data & usage insight

Unearth opportunities to up efficiency and cut costs.



Sustainability metrics

Keep track of your carbon footprint to meet ESG goals

Plus coming soon – Organisations feature

Tag and group sites for combined spend, usage and ESG reporting.



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Everything Energy



FAQs

Support



What if I encounter technical issues or errors?

Please take note of the error code/message, clear cache, try another browser, and if it persists, contact Customer Success with details and screenshots.



Who do I contact for assistance with the portal?

For any support needs, please contact our dedicated Customer Success Team on 1300 957 721.



Is there in-portal help available?

Currently, support is provided via phone and the user guide PDF only. In-portal help features are planned for future releases. Watch this space.

Still need help?

Give your Zembla dedicated Customer Success Team a call on 1300 957 721 – we're here to help.

