

Market Lens

How to use Market Lens as a customer



**Business
Solutions**

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1. Opening Market Lens and navigating the homepage

Market Lens, alongside other nBS apps, uses single sign on. To help guide the customers there are tours available on key pages, click 'learn more' to start them.

1. Open [Market Lens](#).
2. Click 'login' and enter your registered details. For help signing up please follow this guide - [Auth0 set up](#)
3. On logging in you will be diverted to the homepage:

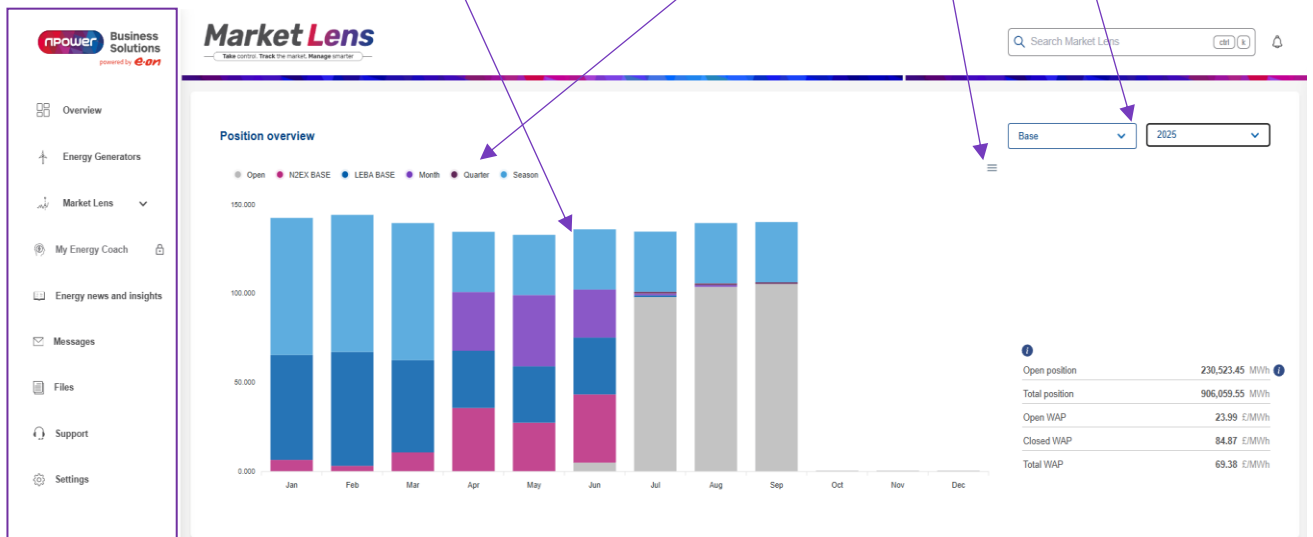
Position overview

This reflects the customer's position, including open volume. It shows a monthly break down of the different products for the customer. Hover over each bar to see the product and quantity that was traded.

Click on the key to toggle the indexes

Download chart here

Filter on base/peak and year



Navigate page here

Market prices

For customers who have access, this will show live prices for week, month, quarter and season periods. Delayed by 15-20 minutes

Daily market report

When published in HubSpot, the daily marker report will show here

Transactions

A customer's fulfilled orders (known as 'latest deals' in Risk Nav). Filter on base/peak, set/unset.

Closing prices

Quick look at closing prices for base/peak markets.

Market prices Last updated: 09:43

Weekly Power base UK

Trade index	Period name	Best bid	Best offer
POWERUKBASECAL	Wk07.26	£-	£-
POWERUKBASECAL	Wk08.26	£-	£-
POWERUKBASECAL	Wk09.26	£-	£-
POWERUKBASECAL	Wk10.26	£-	£-

Transactions Base All

Date	Commodity type	Trade type	Volume	Period	Price
04/07/2025	BASE	SET	1 MW	Aug-25	90.00 £/MWh
19/06/2025	BASE	SET	1 MW	Jul-25	-
19/06/2025	BASE	SET	1 MW	Q325	101.00 £/MWh
19/06/2025	BASE	SET	1 MW	Jul-25	100.00 £/MWh
29/05/2025	BASE	SET	38.29 MW	Jun-25	-

Closing prices for Friday 06th February 2026

Month Power base UK

Period	Closing price	Daily change	30 day mean	30 day high	30 day low
Mar-26	81.75	0.75 ▲	79.31	92.75	68.05

Tuesday 20 January

Daily update news 2026

Power and gas markets saw another mixed day of trading, with power markets mostly lower while some gas contracts move.

Read now

No Contacts Found

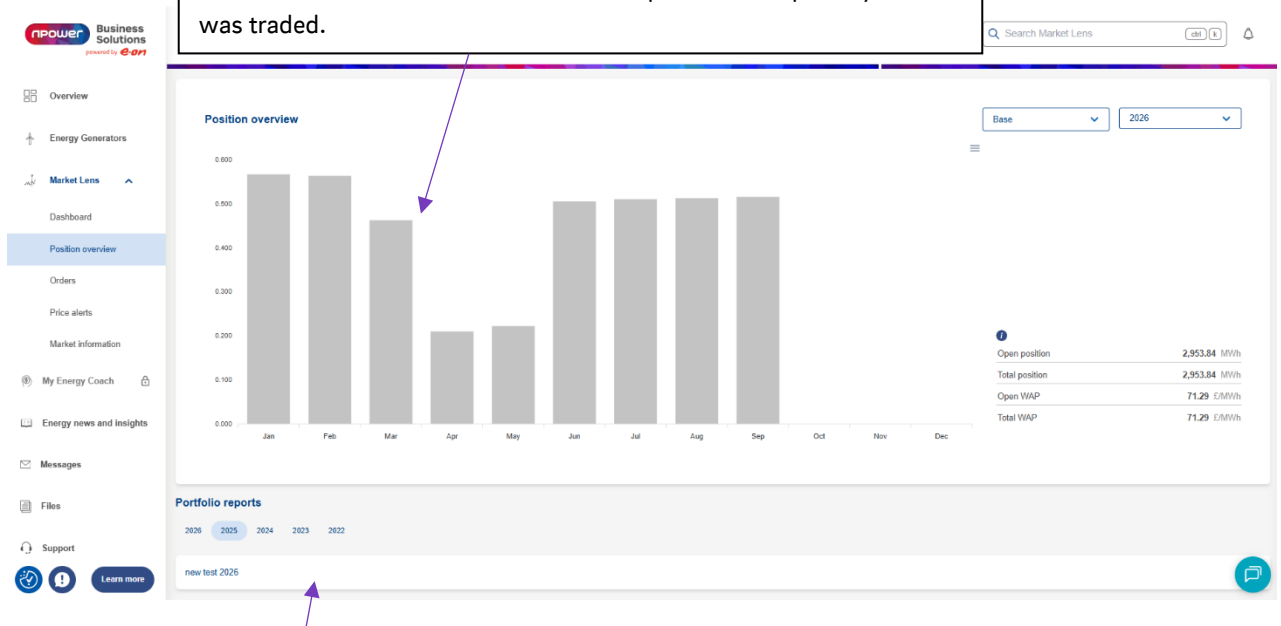
There is no owner information available for this contact.

This will show the customer's Client Lead and Sales Trader/Ops Desk contact

2. Position overview

Position overview

This reflects the customer's position, including open volume. It shows a monthly break down of the different products for the customer. Hover over each bar to see the product and quantity that was traded.



Portfolio reports

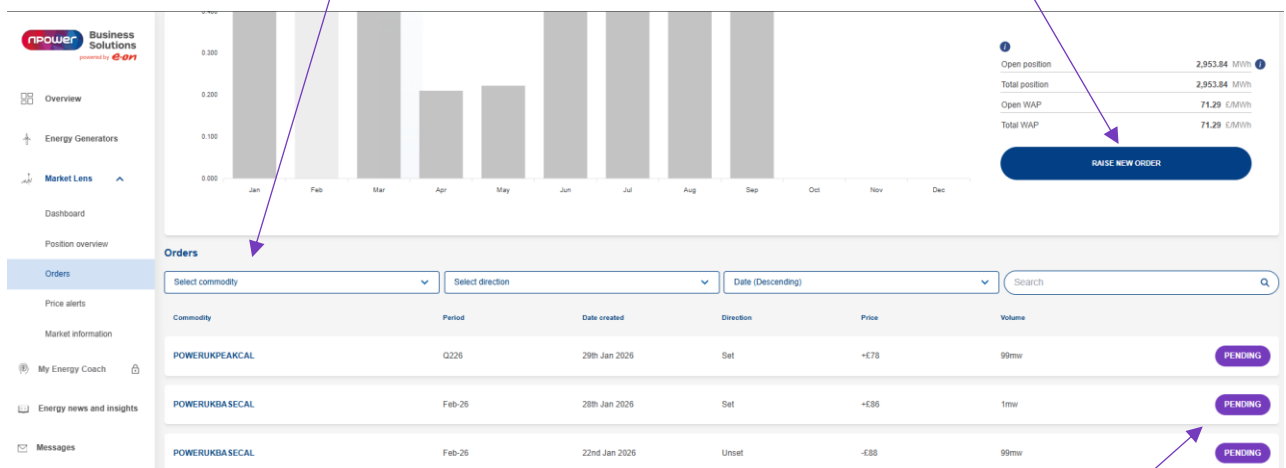
If customers receive these, they will show here

3. Orders

This page shows the customer's position and orders, including open, fulfilled and expired trades. We only show power base and peak orders.

This shows a list of all orders and can be filtered on commodity (base/peak), direction (set/unset) and date

'Raise new order' is only available during Ops Desk office hours



The status reflects what has been selected in HubSpot:
 Pending – order submitted but not approved
 Open – available to trade
 Fulfilled – completed
 Rejected – submitted but not approved by Ops Desk
 Expired – reached set expiry date

Raise a new order

1. On clicking 'raise new order' a form will be shown:

Raise new order

Commodity
Base / peak

Set / unset
This is from the perspective of an import customer

Price per MW. If a current market price is available, this must be below that price.

Total volume

Period
Month / quarter / season
This shows periods available provided by FTS

Future expiry date

User must accept T&Cs to proceed

£/MWh

MW

Expiry date

Terms and conditions
☐ I agree to the T&Cs

2. After clicking 'raise order', a summary of the order will be shown:

Order request summary	
Commodity	POWERUKBASECAL
Direction	Set
Period type	Month
Period	Feb-26
Expiry date	2027-01-01
Price per MW	86.99
Current price per MW	87.00
Total volume	80MW

BACK

RAISE ORDER REQUEST

3. Clicking 'raise order request' will show this screen:



The Optimisation Desk will call you now to confirm your order

Your order will not be confirmed until the call has been made and agreed with the Optimisation Desk.

CALL ME NOW ON +441234567890

CALL ME ON ANOTHER PHONE NUMBER

4. On clicking 'call me ...' a call will be prompted to the customer. On picking up, it will prompt a phone call to the Ops Desk. When they answer, they will be connected to the customer to discuss whether the order is valid.

The Ops Desk will be able to view and edit order details in HubSpot. If the order is rejected, it will show to the customer with a 'rejected' status. If the call isn't answered, the order will show as 'pending' until the Ops Desk confirm it.

The user will see this screen throughout:



Thank you for your order request

If your order was accepted by the Optimisation Desk then we will process your request and let you know once it's been made available to execute. You can check your order status at any time on your 'orders' page.

VIEW ORDERS

4. Price alerts

Price alerts can be set for different commodities and periods. The customer will receive notifications based on their notification preferences, with email being mandatory.

The screenshot shows the 'MarketLens' interface with a sidebar on the left containing links to Overview, Energy Generators, Market Lens, Dashboard, Position overview, and Orders. The main content area is titled 'Price alerts' and includes a search bar, filters for 'Select commodity' and 'Select direction', and a table of alerts. A callout box 'Filter on base/peak and offer/bid' points to the filter dropdowns. Another callout box 'Alerts can be modified or archived here' points to a three-dot menu icon on the right of a table row. The table row shows 'Commodity: POWERUKBASECAL', 'Expiry date: 01/01/27', 'Period: Win26', 'Direction: bid', and 'Price warning: 76.35/MWh'. Below the table is a 'CREATE NEW PRICE ALERT' button. A callout box 'List of price alerts' points to the table, and another callout box 'Click to create new alert' points to the button.

Raise a price alert

1. On clicking 'create new price alert' a form will be shown:

The screenshot shows the 'Set price alert' form with the following fields and callouts:

- Base or peak**: Callout points to the 'Select commodity' dropdown.
- Select available periods – month/quarter/season**: Callout points to the 'Select period' dropdown.
- Set when to stop receiving the alert**: Callout points to the 'Expiry Date' field (dd/mm/yyyy).
- The user must agree to the T&Cs to proceed**: Callout points to the 'Agree to terms and conditions' checkbox.
- Select bid to receive alerts on buying market prices, select offer for alerts on selling. Chose the option that matches your trading intent.**: Callout points to the 'Select bid/offer' dropdown.
- Set price for when you want to be alerted. You'll receive an alert when the market price reaches this value.**: Callout points to the 'Please enter a warning price' field.

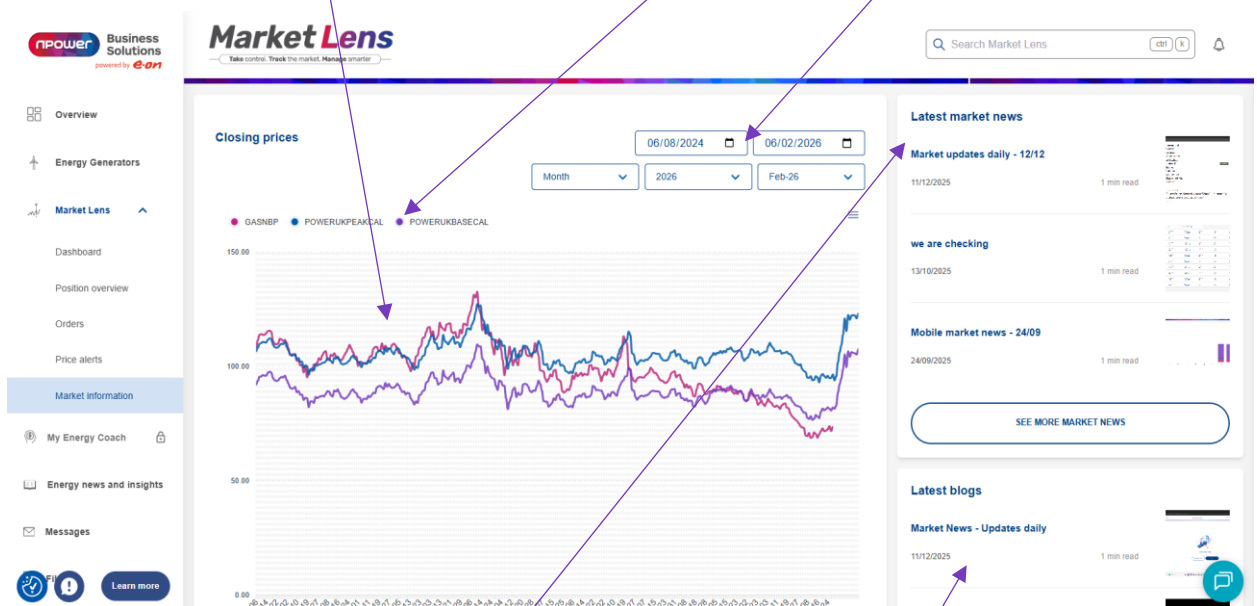
The form also includes a 'Terms and conditions' dropdown and two buttons at the bottom: 'CANCEL' and 'CREATE NEW PRICE ALERT'.

5. Market information

This chart shows closing prices for power and gas for the past 18 months,

Click the key to toggle commodities

Filter on periods and date ranges



Latest market news

This shows content published by the Optimisation Desk via HubSpot.

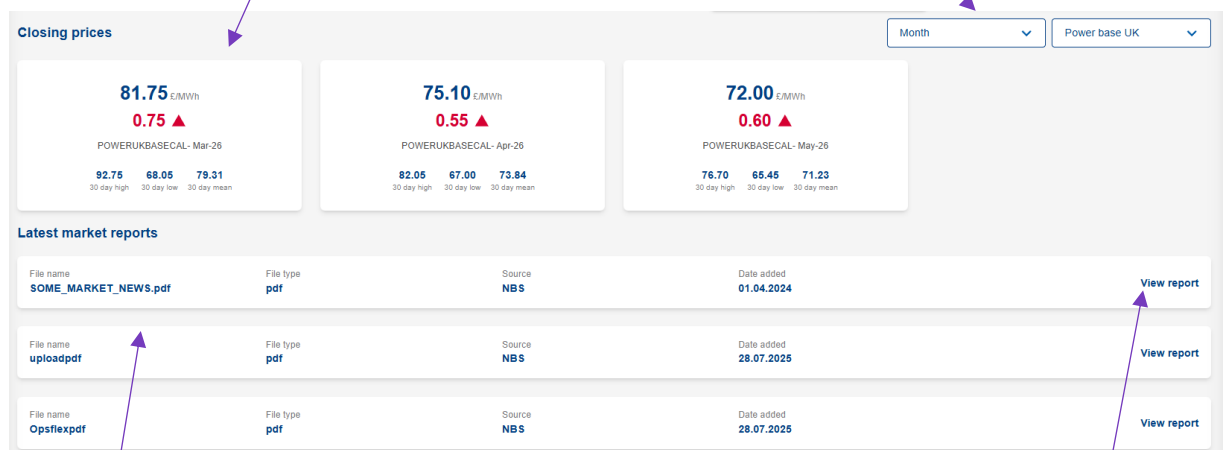
Latest blogs

Links to blogs on the nBS website which have the tag 'Energy news & insights'

Closing prices

Further down the page you'll see a card for each period's closing price, including day highs and lows.

Filter on period and base/peak



This section shows the latest daily market reports

This downloads the report

6. Support

Request a meeting gives customers access to available meeting slots of the Sales Traders. On booking it sends them a meeting invite, the recipient then needs to add in Teams meeting details.

Raise a query creates a ticket for the Optimisation Desk. Queries can be closed and replied to within Market Lens



These pages offer additional support information

This icon opens a chatbot which offers the user some FAQs before offering to connect them to the Ops Desk for a live chat (if available)

7. Settings

Notifications page allows the user to toggle their notification preferences.

Profile page allows a user to view and edit their contact information.

Account

- Profile
- Notifications
- Privacy and security
 - Reset password
- Support
 - Contact us
 - About
 - Terms and Conditions

Account Details

Sainsburys Flex 2

usersemail@email.com

Company name

Company reg: N/A

To update company or login information please contact us

Mobile phone: +441234567890

Office phone: +441234567891

Your contact details

Job title

Mobile phone: +441234567890

Office phone: +441234567890

Reset password will prompt a password reset link and email. Following this process will reset the user's password.

Contact us
Shows contact details for the Optimisation Desk.
About links to the nBS website

Terms and Conditions
Shows the T&CS as agreed on sign up. Should these change we will ask the customer to re-accept.

8. Messages

This shows in app notifications

Can filter by clicking on these tabs

Market Lens

Sort by: Date (Descending)

Your Limit Order: 368810986717 has been made available to execute 22/01/2026

NOTIFICATION

Your Limit Order: 347103212741 has been made available to execute 29/12/2025

NOTIFICATION

Your price warning has been hit 18/12/2025

NOTIFICATION

ARCHIVE MESSAGE

Your Limit Order: 368810986717 has been made available to execute

Thank you for your recent order request, a Limit Order has now been made available to execute. To view your transactions, log in to your Market Lens app.

This is a formal Limit Order as verbally agreed with the Optimisation Desk. Limit Order execution is subject to final confirmation and may be affected by market conditions, volume limits, or operational constraints. Execution of any Limit Order is not guaranteed.

All Unread Archived

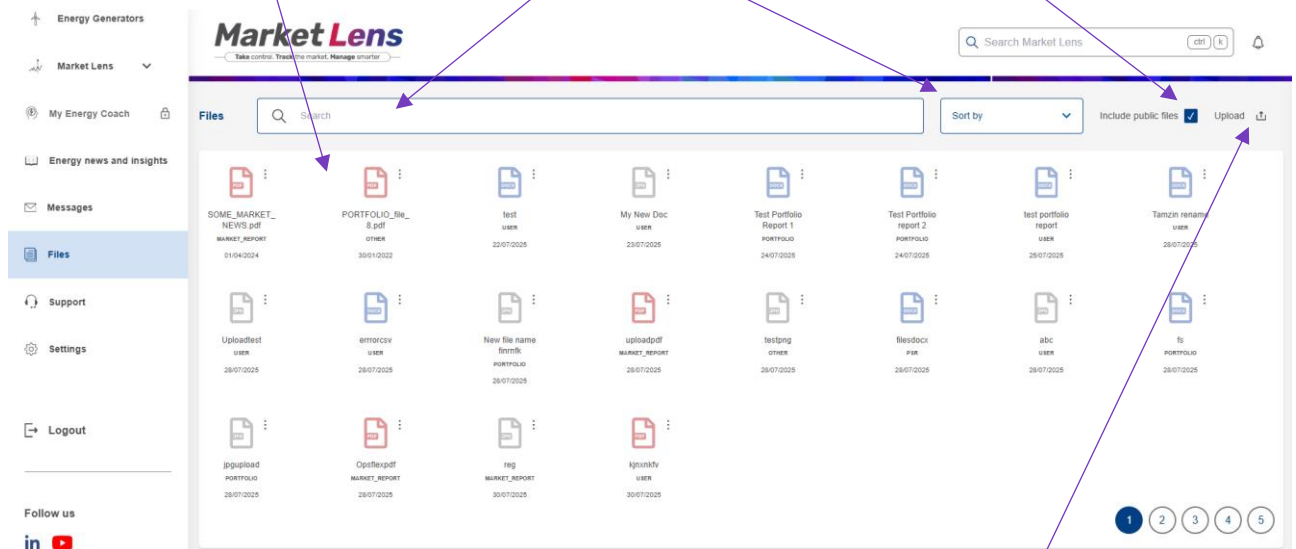
This will archive the message

9. Files

All files uploaded by the customer and Ops Desk will show here

Can search on file name or sort by date/type

Toggle this to only see files bespoke to you or general public files



Click here to upload a file. When logged in as Ops Desk it will provide file categories to choose from.