



My Business Stream Reporting Guide

Power BI | Reporting at your finger tips

With Power BI, you have access to a suite of online interactive reports via My Business Stream, giving a 360° view of every aspect of your account.

Online interactive reporting offers you visibility of your water consumption, costs and carbon emissions.

Inside Power BI

Within Power BI, you'll find two reporting catalogues known as Intelligent Water Management (IWM) and Single View of Portfolio (SVOP), both producing a range of comprehensive reporting for your site(s).

1. Intelligent Water Management reporting includes:

- meter optimisation,
- consumption alerts, and
- benchmarking.

2. Single View of Portfolio reporting includes:

- consumption and finance,
- contract tariffs and class,
- meter reads export,
- site list, additions and deletions, and
- work position export.

Reporting formats

All reports are available in an interactive format, with PDF and CSV download options.

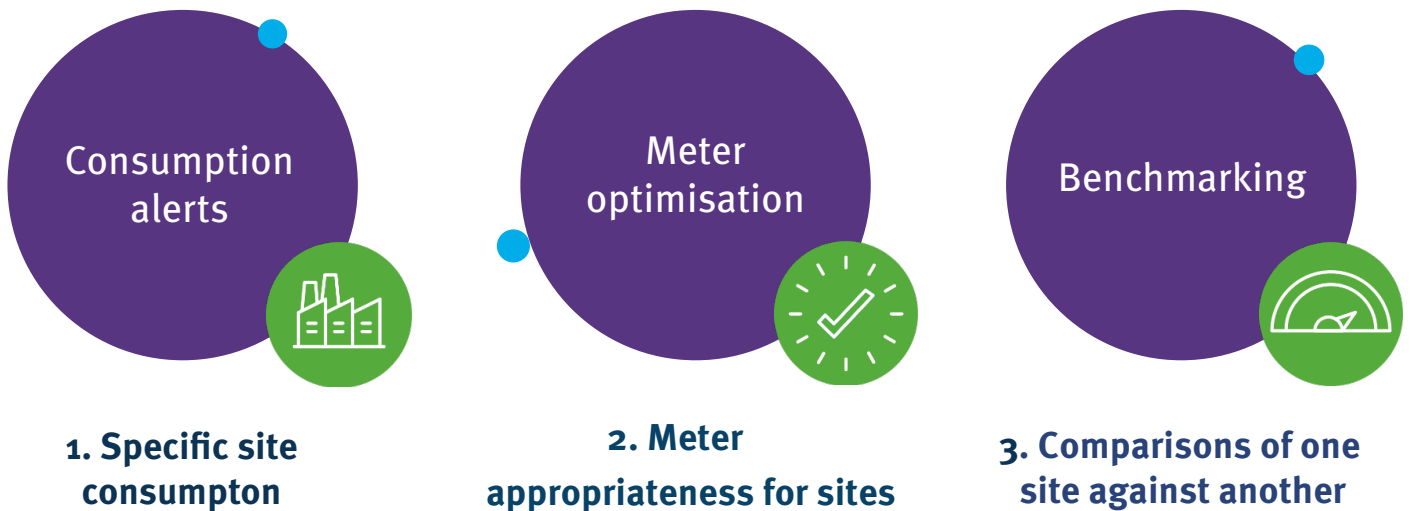
Your guide to IWM and SVOP

This guide explores each report on My Business Stream and explains how the information presented can help you to make savings in both water usage and on your bills.



Intelligent Water Management (IWM)

The Intelligent Water Management (IWM) reporting catalogue is a suite of analytical reports giving you access to consumption alerts, meter optimisation and benchmark reporting with the click of a button, helping you ensure your sites are water efficient and you're not paying more than you need to.



IWM provides you with specific data and insights to help you make informed decisions which help to identify water efficiency and money saving opportunities.

Consumption alerts

IWM's consumption alert reporting takes the two most recent meter readings for your site, so we can track how much water you use, and aims to identify any trends that your readings show for example, a continuous increase or decrease in your consumption.

Consumption alert report example:

business stream INTELLIGENT WATER MANAGEMENT (IWM) CONSUMPTION ALERTS

FILTER PANEL
Partner Hierarchy: [Dropdown] Last Read Date: [Multiple selections]

Summary: 3,360 (Red), 4,511 (Amber), 2,846 (Green)

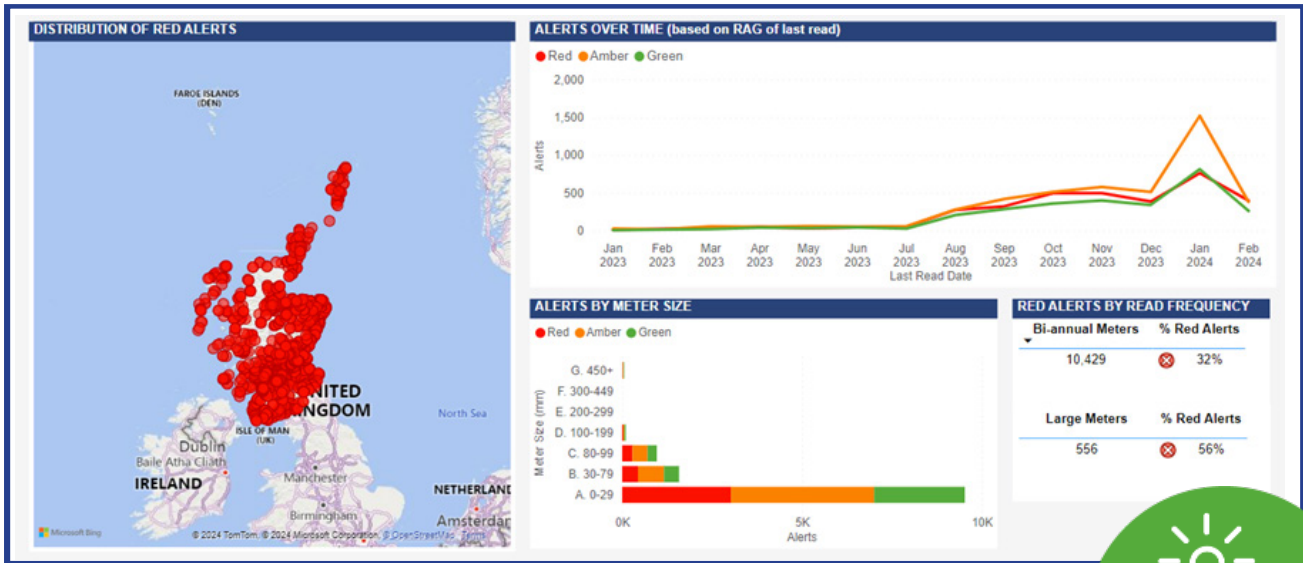
ALERTS IN THE LAST 7 DAYS				
ADC Variance	ADC	Meter Serial	Supply Address	Last Re.
78%	1.88	218418853		14/02/24
-67%	8.84	1294728984		14/02/24
-73%	0.03	18M011238		14/02/24
83%	0.48	18M148801		14/02/24
4%	0.88	177348882		14/02/24
78%	0.81	07M188588		14/02/24
-8%	0.37	22M384478		18/02/24
2%	0.28	12M102028		18/02/24

TOP 10 RED & AMBER ALERTS IN THE LAST YEAR				
ADC Variance	ADC	Meter Serial	Supply Address	Last R
2801%	4814.80	34220000294207		21/01/24
37088%	1238.88	04H001088		11/12/23
%				
-23%	404.00	1781A		30/01/24
82%	380.88	04H001128		18/11/23
11%	387.28	03H000787		13/02/24
38%	388.33	03H000387		24/01/24
11%	331.32	K03H000788		08/02/24
-78%	516.87	077434310		24/01/24

- If your average daily water consumption shows a greater than, or equal to, 10% increase, this will be highlighted in Red on the consumption alert report.
- If your average daily consumption stays the same or shows a difference within 10%, this will be highlighted in Amber on the consumption alert report.
- If your average daily consumption shows a water consumption drop of 10% or more, this will be highlighted in Green on the consumption alert report.

Consumption alert report example two

The below report shows more information about specific alerts on the account including distribution of red alerts, alerts over time and alerts by meter size.



Meter optimisation reporting

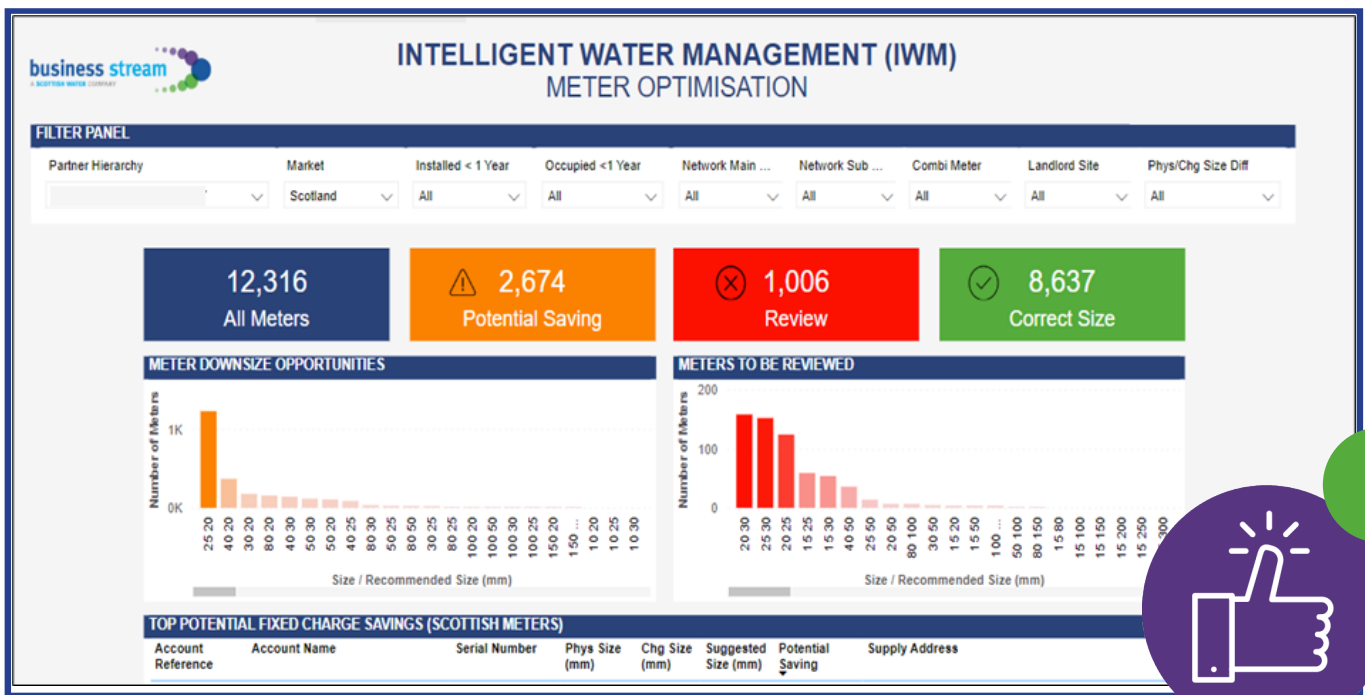
Scotland customers only

IWM's meter optimisation reports determine the appropriateness of your current meter size against the current consumption it's recording.

Using your wholesaler's initial assessment of the business activity at your site, we may recommend a meter exchange on this report for example, if more water is going through the meter than the meter is suitable or designed for.

By having this information, you can potentially benefit from opportunities to cut costs while ensuring your meter is relevant for your site.

Meter optimisation report example:



If your meter optimisation reports identify that your current meter is larger than it needs to be, you can request that we apply for your meter size to be reduced. Please note, this service is chargeable and applications for meter exchanges require review by your water wholesaler and are subject to their approval.



Benchmarking reporting

IWM’s benchmarking report makes an assessment of your average daily consumption (ADC) of water against the drainage charge element of your site(s).

This allows us to calculate the average and median values across your selected sites and highlights similar sites within your portfolio that have higher or lower consumption, essentially providing an overall ‘benchmark’ or ‘baseline’.

Benchmarking report example:

INTELLIGENT WATER MANAGEMENT (IWM) BENCHMARKING

FILTER PANEL

Partner Hierarchy: All | Account Number: All | Market: All | Installed < 1 Year: All | Occupied < 1 Year: All

Drainage Charge Type: All | Benchmark Sites: All | Market Meters: All | Total Chg Size: All

SUMMARY

Total Sites	Total Meters	Benchmark Sites	Avg ADC litres/Drain Value	Median ADC litres/Drain Value
267K	216K	100K	1.25	0.13

BENCHMARK SITES

● No ● Yes



TOP 20 BENCHMARKED SITES ADC (LITRES) PER DRAINAGE VALUE

Account Number	Account Name	ADC (ltrs) per Drain Value	Drainage Charge Type Group	Drainage Charge Value	Supply Address
00000001	WEST A MANAGER (EUROPE) LIMITED	322 860760	Area	17 00	Good Pls 1 Possibility Gardens 10
00000002	Network Rail Infrastructure Ltd	245 702120	Area	20 00	Network Rail Limited 08 Skids
00000003	Dumfries City Council	273 872600	RV	20 00	Balgay Cemetery Dumfries Road
00000004	Boots UK Limited	205 000917	Area	20 00	20 Halls Top Manchester M20 5
00000005	Scottish Fire & Rescue Service	145 030740	Area	00 00	Leaf Training Centre Westburn
00000006	NETEL ONE PLC LIMITED	402 000740	Area	00 00	1 Debraun Street Manchester
00000007	FRUCHTHAM CONSTRUCTION LIMITED	211 000000	RV	100 00	100 Victoria Place Andin
00000008	Dumfries & Galloway Health Board	2000 000000	Area	110 00	D & G Royal Infirmary Glasgow
00000009	Midlothian Council	234 200000	Area	100 00	Newcastle Crown High School
00000010	Orkney Health Board	400 000000	Area	200 00	The Bathing Pavilion Road 004
00000011	WTA (SHEFF) OPERATING COMPANY LIMITED	220 274010	Area	200 00	Charter Square Sheffield S1 4
00000012	Network Rail Infrastructure Ltd	220 400000	Area	200 00	100 Park Arch Macclesfield Street 10
00000013	Bathurst Beauty	240 400000	Area	200 00	Temp Supply For Bathurst Beaut

Please note, the drainage section on the benchmarking reports are split in to two types.

- If you're a customer in Scotland, this will give you an ADC per £ of rateable value (RV).
- If you're a customer in England, this will give you an ADC per Area (m²) and there are a small number of customers in Scotland, around 60, who this also applies to.





If you have sites in both England and Scotland, you'll need to download two versions of your report; one for sites with **RV based drainage** and one for sites with **Area based drainage**.

By providing you with average and median values for your site(s), we can help you understand the water usage across your sites' for example:

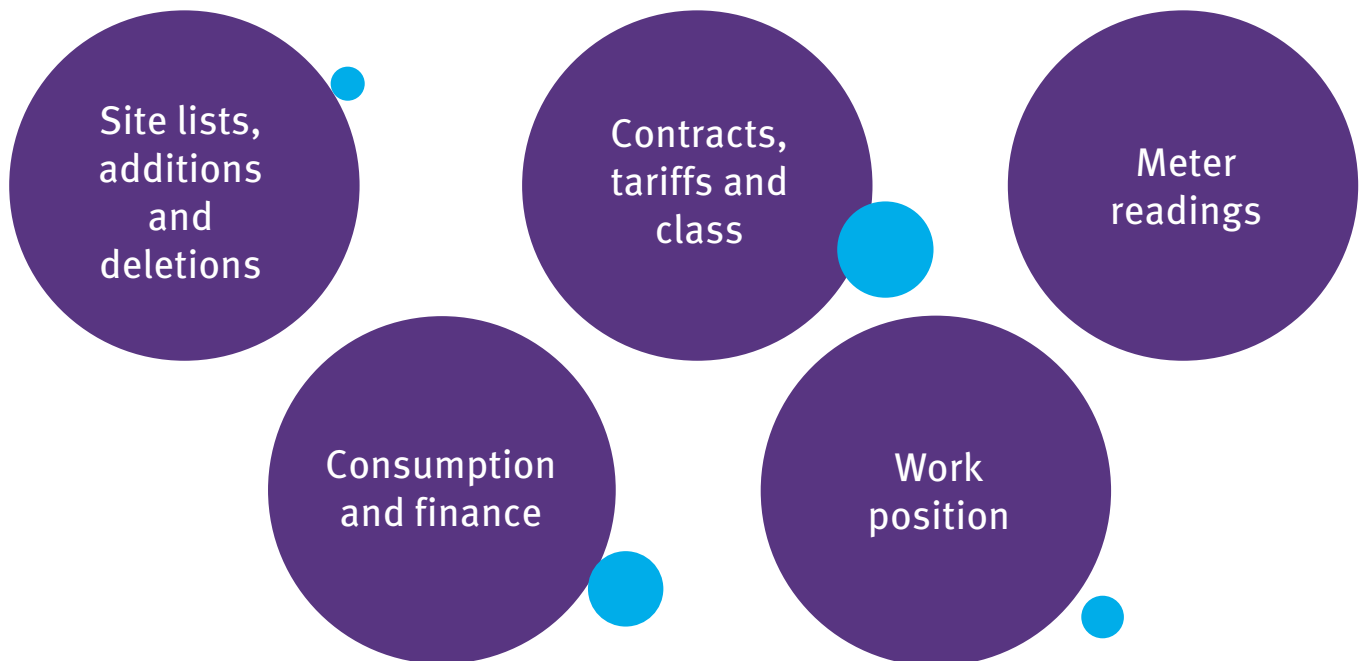
- **A site which has a higher ADC than median value tells us that this site has a higher water consumption than your other sites**
- **A site which has a lower ADC than median tells us that this site has a lower water consumption than your other sites**

We can use this information to specifically identify similar sized sites, showing different levels of consumption, so you can take action to ensure your site is completely water efficient by, for example, identifying any leaks or other areas you could reduce your water use.

Single view of portfolio (SVOP)

The SVOP reporting catalogue provides a suite of reports which you can use to understand or collate details about your sites.

With SVOP, you'll have access to specific lists showing the sites we provide services for, detailed information about your site contracts and a breakdown of your site charges too.



The information we provide in SVOP reporting is taken from our billing system, Gentrack Cloud for Water, from the previous day up to 7.00pm and can be searched for and filtered by account name or your customer reference number.

Learn more about your sites

Using SVOP reports, you can find answers to common questions including:

1. Which of my premises' does Business Stream provide services for?
2. What is the chargeable basis of my sites?
3. What are each of my sites being billed for specifically?
4. What is the status of my existing query?

Site lists, additions and deletions

SVOP site list reporting includes three separate views of your sites to provide a thorough understanding of your portfolio.

Overview:

- 1) Site lists
- 2) Site additions
- 3) Site deletions



Site lists

This details all of your account(s) on our billing system which are both 'open' and 'closed', as well as showing the relationships between them including parent and child, or the more comprehensive parent, grandparent, great grandparent.

The screenshot displays the 'SVOP SITE LIST DETAIL' interface. At the top left is the 'business stream' logo. The title 'SVOP SITE LIST DETAIL' is centered at the top. Below the title is a 'FILTER PANEL' with 'Partner Hierarchy' and 'Account' dropdown menus. Underneath is a 'SITE LIST EXPORT' section containing a table with the following columns: Account ID, Great Grand Parent Name, Grand Parent Name, Parent Name, Parent Account ID, Account Name, External Ref, Consumer Status, and Supply Address. The table lists multiple rows of data, all with 'ABERDEEN CITY COUNCIL' as the Account Name and 'Current' as the Consumer Status.

Site additions

This details sites which have been created on your account within the last month.

Site deletions

This details sites on your account which no longer require water and/or waste water services from Business Stream, also known as 'closed accounts'.



Contracts, tariffs & class

SVOP contracts, tariffs and class reporting gathers key data items that show a breakdown of your charges at account level, including contract and tariff information.

This is organised using the account name hierarchy and each active account is represented on one row.

business stream A SCOTTISH WATER COMPANY		SVOP CONTRACT TARIFFS & CLASS						
FILTER PANEL								
Partner Hierarchy		Customer Class		Account		Lead Wholesaler		
<input type="text"/>		All		All		All		
ACCOUNT CONTRACT TARIFFS & CLASS DETAIL								
Customer Class Group	Customer Class Code	Customer Key Class	Account Number	Great Grand Parent	Grand Parent	Parent	Account Name	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	HM Revenue & Customs	HMRC	
SW	SW	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	Highlands and Islands Enterprise GAS	HIGHLANDS & ISLANDS ENTER	
SW	SW	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	Highlands and Islands Enterprise GAS	HIGHLANDS & ISLANDS ENTER	
SW	SW	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	Highlands and Islands Enterprise GAS	HIGHLANDS & ISLANDS ENTER	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSOTHER	Turning Point Scotland	Turning Point Scotland	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	CSCOPE	Scottish Enterprise	Scottish Enterprise	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	CSCOPE	Scottish Enterprise	Scottish Enterprise	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	Highlands and Islands Enterprise GAS	Highlands and Islands Enterprise	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	East Dumfriesshire Council	East Dumfriesshire Leisure & C	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Angus Council	Angus Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	HM Revenue & Customs	HMRC	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	Highlands and Islands Enterprise GAS	HIGHLANDS & ISLANDS ENTER	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Stirling Council	Stirling Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	East Dumfriesshire Council	East Dumfriesshire Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSGOV	Scottish Parliamentary Corporate	Scottish Parliamentary Corporate	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSNHS	Tayside Health Board	Tayside Health Board	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Scottish Borders Council	Scottish Borders Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Scottish Borders Council	Scottish Borders Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Scottish Borders Council	Scottish Borders Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Scottish Borders Council	Scottish Borders Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSLOCALAUTH	Scottish Borders Council	Scottish Borders Council	
KW	PSS	PSS_PUBSEC		SCOTTISHPROCUREMENT	PSSOTHER	Scottish Children's Reporter Administration	Scottish Children's Reporter Adm	

Meter Readings

If you have metered sites, the SVOP Meter Readings report presents detail about the last two meter readings for your site, at a meter level, helping you to monitor how your metered accounts are being billed.

Where we've attempted to take a meter reading for your site and were unsuccessful, we'll let you know why we couldn't take your meter reading for example, our meter reading partner attended a site that has been demolished.

SVOP METER READS EXPORT DETAIL							
FILTER PANEL							
Partner Hierarchy		Meter Type		Read Type		Account	
▼		All		All		All	
METER READS EXPORT							
Account Number	External Ref	Meter Serial Number	Great Grand Parent	Grand Parent	Parent	Account Name	Supply
			SCOTTISHPROCUREMENT	PRSC02CV	HM Revenue & Customs	HMRC	Center 1
			SCOTTISHPROCUREMENT	PRSC02CV	HM Revenue & Customs	HMRC	Center 1
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Inglis
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Inglis
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Inglis
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Stain 10
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Stain 10
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	Highlands and Islands Enterprise	Unit 1 16
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	Highlands and Islands Enterprise	Unit 1 16
			SCOTTISHPROCUREMENT	PRSC02CALA/16	East Dumfriesshire Council	East Dumfriesshire Leisure & Culture Trust	Winton
			SCOTTISHPROCUREMENT	PRSC02CALA/16	East Dumfriesshire Council	East Dumfriesshire Leisure & Culture Trust	Winton
			SCOTTISHPROCUREMENT	PRSC02CV	HM Revenue & Customs	HMRC	Office 20
			SCOTTISHPROCUREMENT	PRSC02CV	HM Revenue & Customs	HMRC	Office 20
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Office 2
			SCOTTISHPROCUREMENT	PRSC02CV	Highlands and Islands Enterprise SAS	HIGHLANDS & ISLANDS ENTERPRISE	Office 2
			SCOTTISHPROCUREMENT	PRSC02CALA/16	Stirling Council	Stirling Council	79 Rapp
			SCOTTISHPROCUREMENT	PRSC02CALA/16	Stirling Council	Stirling Council	79 Rapp
			SCOTTISHPROCUREMENT	PRSC02CV		Scottish Parliamentary Corporate Body	Parsons
			SCOTTISHPROCUREMENT	PRSC02CV		Scottish Parliamentary Corporate Body	Parsons
			SCOTTISHPROCUREMENT	PRSC02CV		Scottish Parliamentary Corporate Body	Parsons
			SCOTTISHPROCUREMENT	PRSC02CV		Scottish Parliamentary Corporate Body	Parsons
			SCOTTISHPROCUREMENT	PRSC02CV		Scottish Parliamentary Corporate Body	Parsons
			SCOTTISHPROCUREMENT	PRSC02CV		Scottish Parliamentary Corporate Body	Parsons

4 8 4 8

Consumption & Finance

SVOP consumption and finance reporting provides a site level breakdown of your component charges and what they are based on including:

- an overview of your consumption (m³),
- discounts applied,
- total water or waste water charges (£),
- volumetric and fixed charges (£),
- carbon footprint for water and waste water (kg) (if measured),
- indicative annual consumption, and
- projected annual spend.

And you can control the time frame that this data is based on i.e. your statement date.

Detail by statement date

You can view report details by statement date which will list a single row per account for both active and closed accounts, if statements were provided for these during the period selected. Detail by statement date will show you the full charge amount against the statement month in a single row, regardless of whether some charges in the statement apply to previous months or not.

Account Number	Status	External Reference	Grandparent	Parent	Customer	Supply Address
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of St Andrews	University of St Andrews	...
...	Active
...	Active	University of St Andrews	University of St Andrews	...
...	Active	Edinburgh Napier University	Edinburgh Napier University	...
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	North East Scotland College	North East Scotland College	...
...	Active	The Royal Conservatoire of Scotland	The Royal Conservatoire of Scotland	...
...	Active
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of Glasgow	University of Glasgow	...
...	Active	Dundee and Angus College	Dundee and Angus College	...
...	Active
...	Active	University of Strathclyde	University of Strathclyde	...
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of Edinburgh	University of Edinburgh	...
...	Active	University of Glasgow	University of Glasgow	...
...	Active	University of Dundee	University of Dundee	...
...	Active	University of St Andrews	University of St Andrews	...
...	Active	University of St Andrews	University of St Andrews	...
...	Active	Heriot Watt University	Heriot Watt University	...
Total						

Detail by billed month

You can also view report details by billed month which breaks down the statement charge amount, and what it's based on, by site level and against each month in the statement that each charge relates to.

An example of this would be a statement produced in February 2024 of £120, covering the previous three months, with £60 covering charges during December 2023, £40 covering charges during January 2024 and £20 covering charges during February 2024. The report will show each of the charge amounts against the relevant individual months.

The 'billed month' breakdown is shown in the table of the report. On selecting a specific month, the detailed breakdown to the right hand side will adjust to show only the accounts with charges for that month. Using this additional view, you can understand the charge breakdown for any given year.

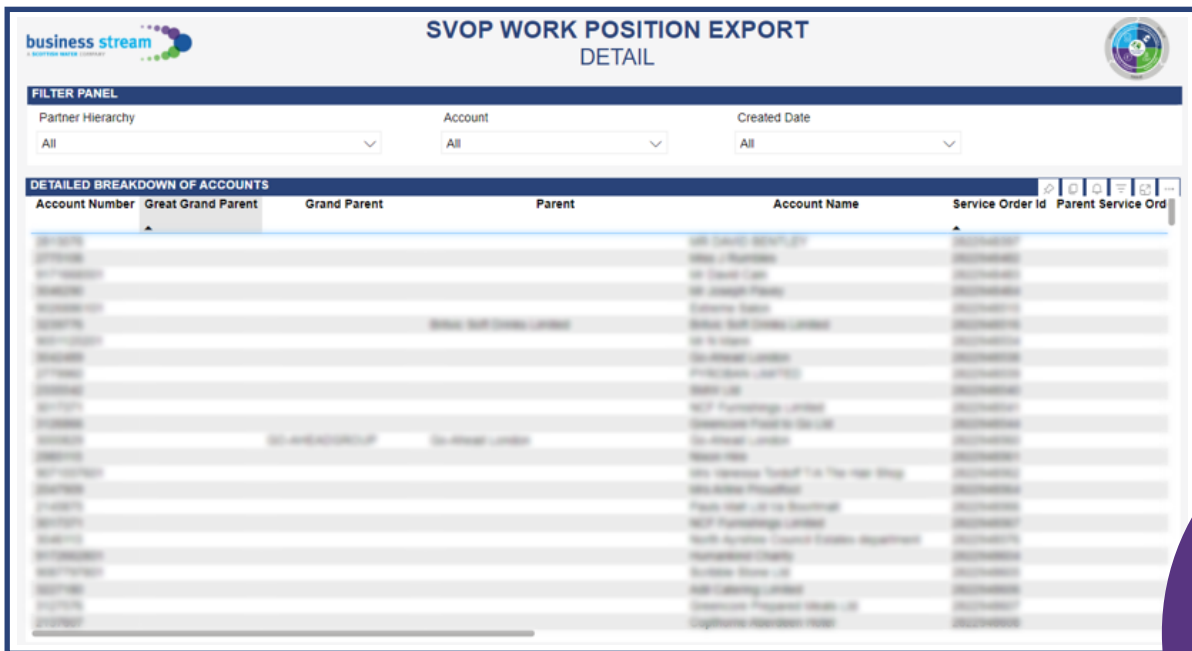


Work Position

SVOP's work position reporting provides you with a record of any queries you have raised with us.

The report provides you with visibility of:

- both resolved and live queries,
- details of what each query is,
- when the query was created and when it was completed, if resolved, and
- the number of business days taken to complete, once completed.



The screenshot displays the 'SVOP WORK POSITION EXPORT DETAIL' interface. At the top left is the 'business stream' logo. The title 'SVOP WORK POSITION EXPORT DETAIL' is centered at the top. Below the title is a 'FILTER PANEL' with three dropdown menus: 'Partner Hierarchy' (set to 'All'), 'Account' (set to 'All'), and 'Created Date' (set to 'All'). Below the filter panel is a 'DETAILED BREAKDOWN OF ACCOUNTS' table. The table has columns for 'Account Number', 'Great Grand Parent', 'Grand Parent', 'Parent', 'Account Name', 'Service Order Id', and 'Parent Service Ord'. The table contains multiple rows of data, with some cells containing account names and others containing service order IDs. The table is partially obscured by a large purple circle on the right side of the page.

