



My Business Stream Guide

Managing your account online

Our online account management, My Business Stream (MyBS) portal gives you a convenient control centre for all of your accounts. Completely paperless, it offers secure, instant access to your portfolio details, meter readings and bills.

With MyBS, you can:

- download and pay your bills
- update your contact details
- upload meter readings including bulk uploads
- direct access to our online water efficiency shop
- track any open queries
- access a range of reports for your sites
- view your portfolio and individual sites at a glance
- update site details
- view your trade effluent charge information
- access useful MyBS 'how to' videos and guides

Single-site dashboard

Whenever you need to, you can check your balance, view and pay your bills, submit meter readings, update your account details and more.

The dashboard features a sidebar on the left with 'My accounts' and 'My profile' sections. The main content area includes a 'West Kype Contractors' account overview with a balance of £0.00, a customer reference number of 2298727, and a 'Make a payment' button. Below this is a map of the 'West Kype Indoor Arena, Strathaven' with a 'Manage site' button. To the right of the map is a 'Submit meter reading' button. At the bottom, a 'Recent bills' section shows a bill for £519.37 dated 07/01/2024. A 'Help & advice' section on the far right provides links to 'How to use My Business Stream', 'Frequently asked questions', 'Video gallery', and 'Terms & conditions'.

Use the key below for an overview of each section:

1. My accounts

Displays a view of your site, including but not limited to, the ability to view bills and your cases, and the option to raise a query.

2. My profile

Enables you to update personal details and change your login password or email address.

3. High level information about your latest bill

Includes your account balance, associated billing address and the option to make a payment.

4. Help & advice section

Provides online support including useful video content to help you to manage your water and/or waste water services.

5. Manage your site

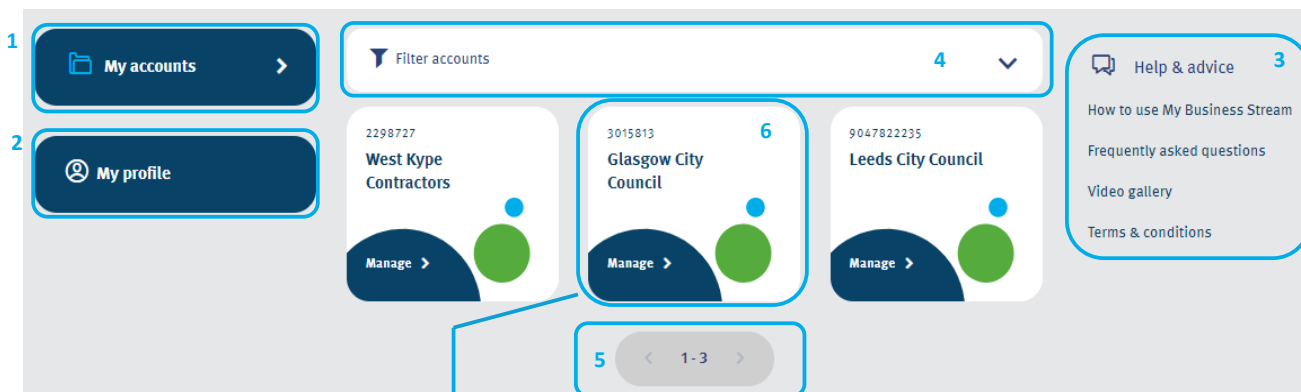
Set a preferred reference label for the account and let us know if you're moving site.

6. Recent bills

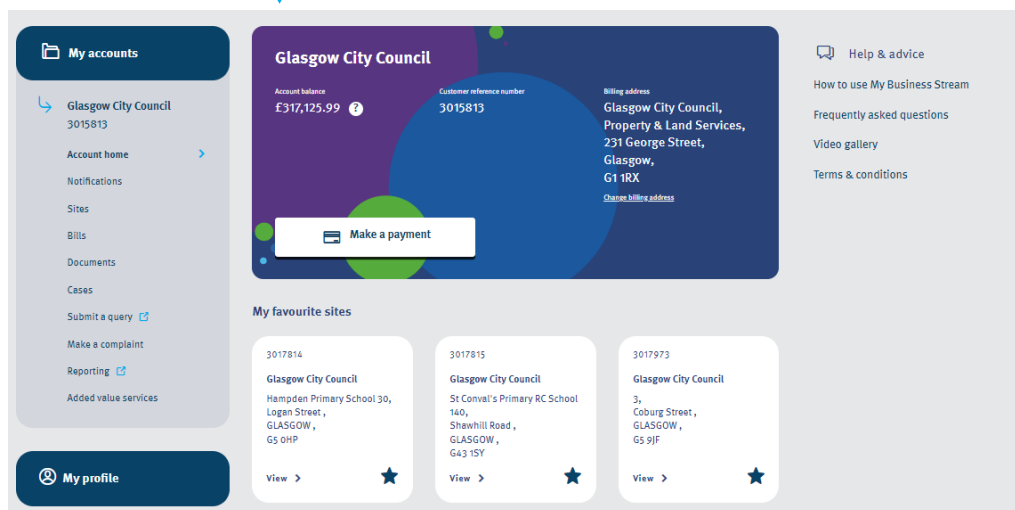
Provides quick and easy access to your recent bills, with the ability to download PDF, CSV and EDI bill formats.

Multi-site dashboard

If you have more than one site with us, My Business Stream allows you to easily manage all of your sites and their relationships in one place.



6b



Use the key below for an overview of each section:

1. My accounts

Displays the businesses or organisations you are authorised to see. You can view each site individually to see specific account information. These are also shown as 'tiles' on this page.

2. My profile

Enables you to update personal details and change your login password or email address.

3. Help & advice

Provides online support including useful video content to help you to manage your water and/or waste water services.

4. Filter functionality

Search for and find specific sites, quicker.

5. Site list scroll

Enables easy navigation to view all of your sites, up to ten sites per page.

6. Dashboard tiles

Shows each business or organisation you have authorisation to view. These could be single site or multi-site accounts.

6b. Multi-site account

You can find an overview of the functionality for this dashboard on the next page.

Multi-site dashboard continued

The dashboard below shows a multi-site account view of one of the businesses or organisations you have authority to view and manage.

The dashboard for ACME Anvils Inc. features the following sections:

- 1. My accounts:** A sidebar menu with options: Account home, Notifications, Sites, Bills, Documents, Cases, Make a complaint, and Added value services.
- 2. High level information about your latest bill:** Displays account balance (£123.45), customer reference number (9000001000), and billing address (ACME House, Haigh Park Road Industrial Estate, Haigh Park Rd, Leeds, LS10 1RX). Includes a 'Make a payment' button.
- 3. My favourite sites:** Two site cards are shown. The first is 'ACME Anvils Inc - HQ' with address 'ACME House, Haigh Park Road Industrial Estate, Haigh Park Rd, Leeds, LS10 1RX'. The second is 'Custom Name' with address 'Unit 4, Lochside Way, Edinburgh, EH12 9DT'. Both cards have a star icon and a 'View >' button.
- 4. Recent bills:** A summary bar showing a bill for £1,234.56 dated 09/12/2021 for account 9000001000/12, with 2 consolidated bills.

Additional elements include a 'View all sites' button and a 'Help & advice' sidebar with links to 'How to use My Business Stream', 'Frequently asked questions', 'Video gallery', and 'Terms & conditions'.

Use the key below for an overview of each section:

1. My accounts

Displays a view of your sites, including but not limited to, the ability to view bills and your cases, and the option to raise a query.

2. High level information about your latest bill

Includes:

- account balance
- the option to make a payment and
- the associated billing address.

3. My favourite sites

Enables quick and easy access to your top 10 sites, as chosen by you. Create favourite sites by selecting the star icon within the each tile.

4. Recent bills

Provides quick and easy access to your recent bills, with the ability to download PDF, CSV and EDI bill formats.

Filter functionality

As a multi-site customer, you will have access to view and manage a number of multi and single-site accounts within the portal. To help make it easier to find specific sites, we've introduced a search filter functionality to the multi-site MyBS dashboard.

You can search by supply postcode, company name, account number, SPID reference and site reference. Where you have authority to view multiple sites, your dashboard will show the filter functionality at the top.

Filter accounts

Supply postcode _____ Company name _____

Account number _____ SPID reference _____

Your site reference _____

Apply filters

2298727
West Kype Contractors
Manage >

3015813
Glasgow City Council
Manage >

9047822235
Leeds City Council
Manage >

Filter sites

Supply postcode _____ Company name _____

Account number _____ SPID reference _____

Your site reference _____

Apply filters

3017814
Glasgow City Council
Hampden Primary School
30,
Logan Street,
GLASGOW,
G5 0HP
View > ★

3017815
Glasgow City Council
St Conval's Primary RC
School 140,
Shawhill Road,
GLASGOW,
G43 1SY
View > ★

3017973
Glasgow City Council
3,
Coburg Street,
GLASGOW,
G5 9JF
View > ★

Uploading bulk meter readings

You can now submit all of your meter readings for multiple sites on your My Business Stream account with one simple bulk upload.

Step one

You can upload your meter readings in bulk by using the 'Submit bulk meter readings' button at the bottom of your multi-site dashboard or by selecting 'Submit a bulk meter reading' on the left-hand menu of your MyBS dashboard under 'Manage account'.

The screenshot displays the My Business Stream dashboard for Powerleague Group Ltd. The interface is divided into several sections:

- My accounts:** A sidebar menu on the left lists various account management options. The 'Submit a bulk meter reading' option is highlighted with a blue border.
- Powerleague Group Ltd:** The main header area displays account details including the account balance (£0.00), customer reference number, and billing address (LONDON, W1T 7NS). A 'Change billing address' link is provided. Two prominent buttons are visible: 'Make a payment' and 'Submit bulk meter readings'.
- AMR analytics:** A section below the header features a bar chart icon and the text 'AMR analytics', with a 'View analytics' button.
- My favourite sites:** A section with an information icon and text stating: 'You don't have any favourite sites right now. You can select your favourite sites on the Sites screen.' A 'View all sites' button is located to the right.
- Recent bills:** A table at the bottom shows two recent bills, both dated 04/06/2024 and amounting to £0.00.

Account balance	Customer reference number	Billing address
£0.00		LONDON, W1T 7NS

Recent bills	Date	Amount
£	04/06/2024	£0.00
£	04/06/2024	£0.00

Step two

You'll be provided with a step-by-step guide for uploading your meter readings.

By clicking the 'Request a bulk meter reading form' button at the bottom of the page, you'll receive a list, in CSV format, of all meters we have recorded at your site(s), which will be sent to the email address you use to log in to My Business Stream.

Please note, it may take up to one hour before you receive your file. This is dependant on the number of sites and meters we have recorded on your account.

Submit bulk meter readings

Bulk meter reading form request for:

How to submit bulk meter readings

To ensure your bulk meter readings are processed successfully, please follow the steps below.

1. Click the 'Request a bulk meter reading form' button at the bottom of this page. You'll receive a list, in CSV format, of all meters we have recorded at your site(s), which will be sent to the email address you use to log in to My Business Stream
2. Add your up-to-date meter readings to the file, along with the date you took them on
3. Once the form is completed, click the 'Submit bulk meter readings' link, provided in the email. The link will be active for 30 days before it expires
4. Once you submit your meter readings, you'll receive a confirmation notice and we'll process your submission. If any of your meter readings fail to process, we'll be in touch to explain why and to help resolve the issue

Important information

Please note, your personalised bulk meter reading form will expire after 30 days. We recommend using an up-to-date form as older versions may not include any changes at your site for example, meter exchanges, and some of the readings may fail to be processed.

We're here to help

If you have a query about information held in your bulk meter reading form, please get in touch with us at business-stream.co.uk/contact-us and we'll be happy to help. Alternatively, if you have an Account Manager, please get in touch with them directly.

[Request a bulk meter reading form](#)

Bulk meter reading upload for:

Important information

This form must be submitted before 07-08-2024 23:59:59 UTC.

Before submitting your bulk meter reading form, please ensure:

- you have only entered your meter readings and the date they were taken on.
- no changes have been made to any other data.
- the meter readings provided have been taken within the last five days.
- each meter reading only contains digits in black, excluding any digits in red boxes.
- the file name and format of your bulk meter reading form has not changed.
- the bulk meter reading form being submitted is no older than 30 days, since requested.

[meter-readings.276.csv \(787 bytes\)](#) [Remove](#)

[Submit meter readings](#)

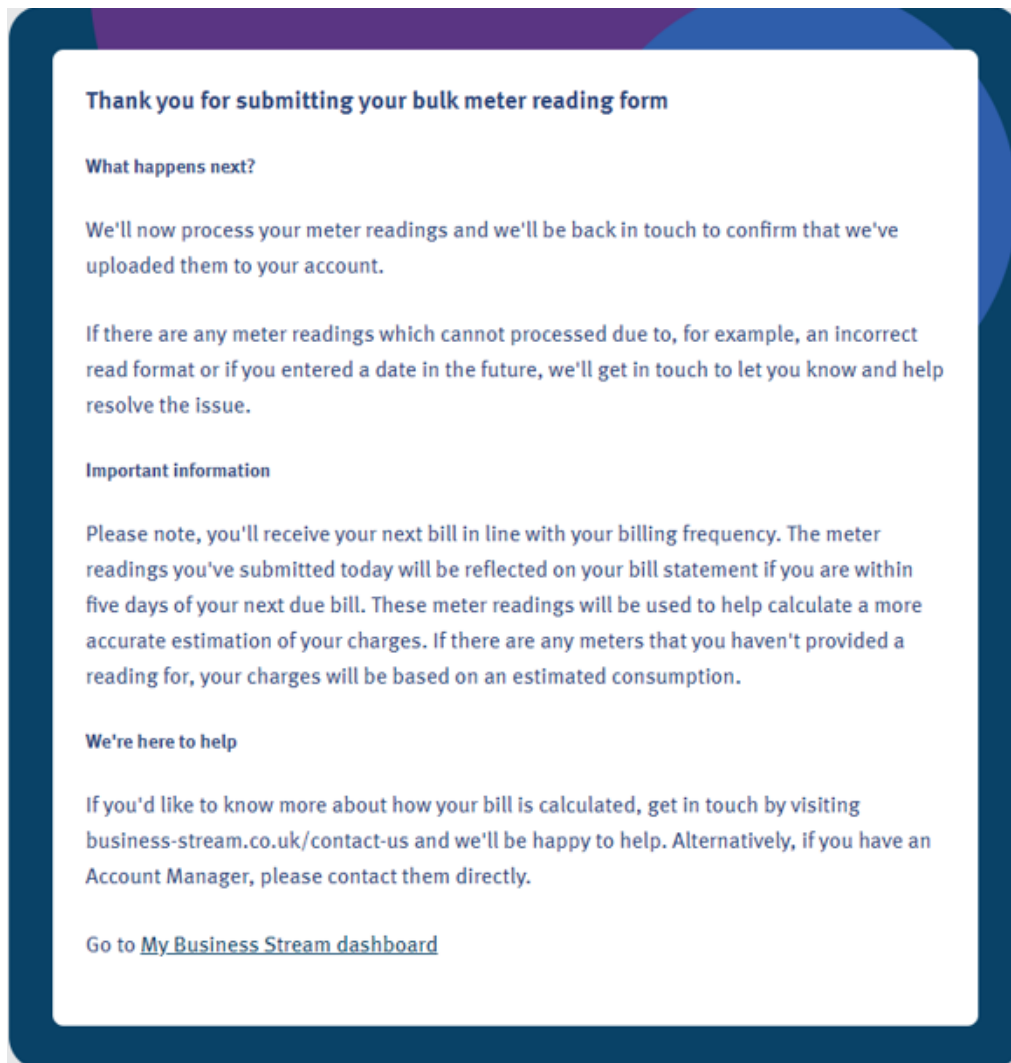
Step three

Once you have added your up-to-date meter readings to the file, along with the date you took each reading, click the 'Submit bulk meter readings' link, included in both the email and the CSV file we sent to you, which will take you back to My Business Stream. Here you can upload your file and submit your readings. The link will be active for 30 days.

Please ensure you have followed the bullet point instructions on the page before submitting your file and if you haven't been able to obtain a reading for a specific meter, please leave the column field blank.

Step four

Once you submit your meter readings, you'll see the confirmation notice shown below, and we'll process your submission. If any of your meter readings fail to process, we'll be in touch to explain why and to help resolve the issue.



We're here to help

If you need support, please get in touch with one of our friendly advisers on 0330 123 2000, who will be happy to help, or your dedicated Account Manager if you have one.

Accessing AMR Analytics via Safari

If you have automated meter reading for your sites, you can view your meter data on My Business Stream with single sign-on access to the AMR portal, Utility Manager.

You can access Utility Manager by navigating to the 'AMR Analytics' tab in the left hand menu of your dashboard.

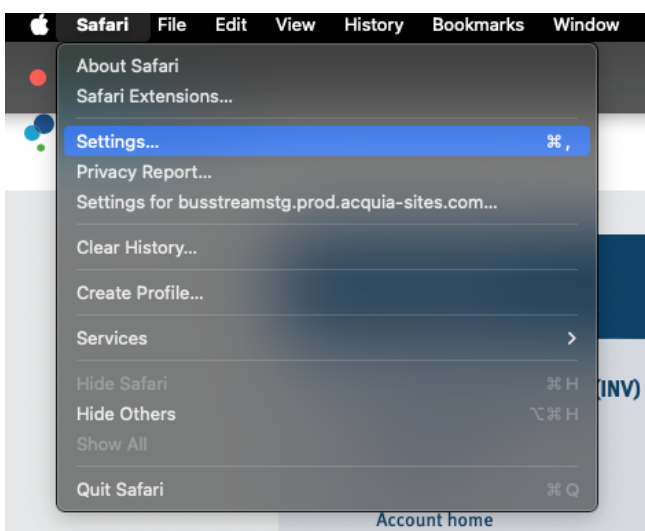
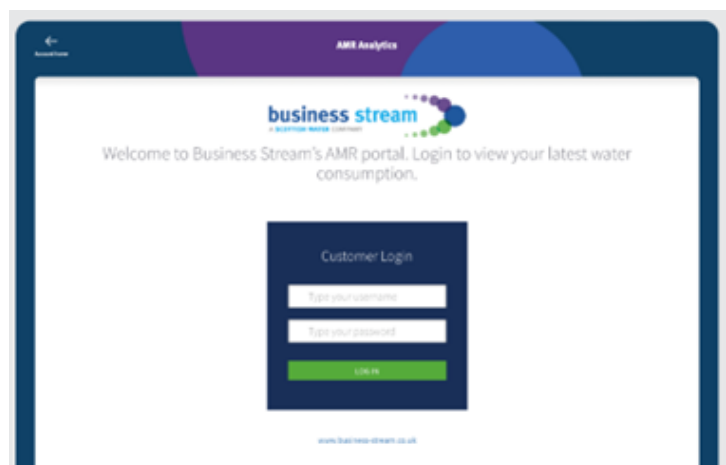
Important information

Please note, if you're using the Safari internet browser, please allow cross site tracking in your browser settings. We've provided a step-by-step process below on how to do this.

Access AMR Analytics via Apple Mac

Step one

When accessing 'AMR Analytics' via Safari for the first time, you will be asked to sign in.

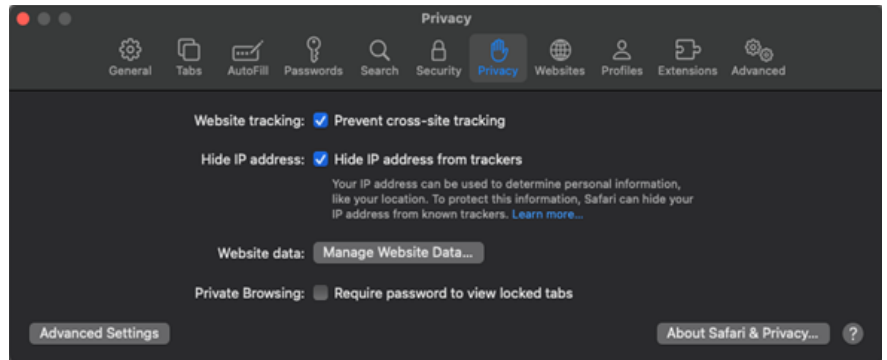


Step two

To enable single sign on, go to 'Safari' > 'Settings'

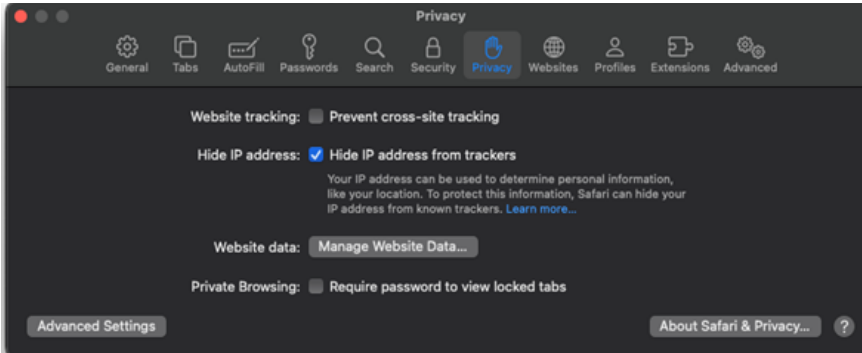
Step three

Go to Privacy > Website tracking. 'Prevent cross-site tracking' will default to being ticked.



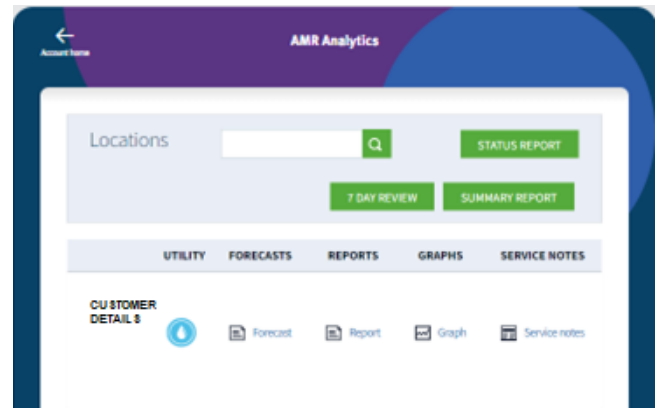
Step four

Untick 'Prevent cross-site tracking'. Then close the 'Settings' tab and return to your Safari browser AMR portal log in page.



Step five

Refresh the 'Safari' browser by selecting the webpage address at the top of the page and pressing the 'Enter' button on your keyboard. You will now be able to access 'AMR Analytics' without needing to provide log in details.



Access AMR Analytics via iPhone or iPad



Step one

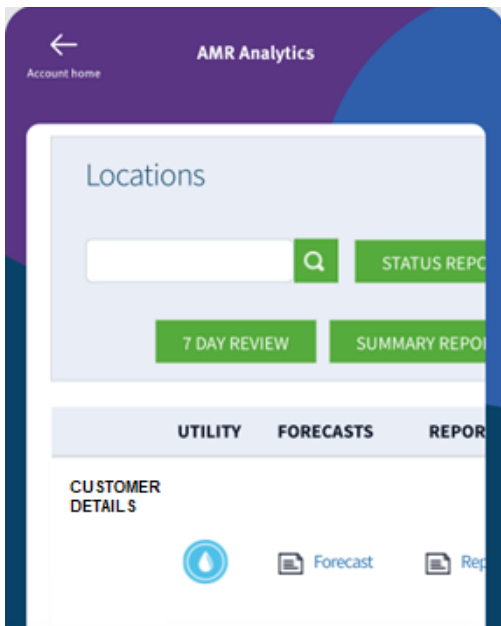
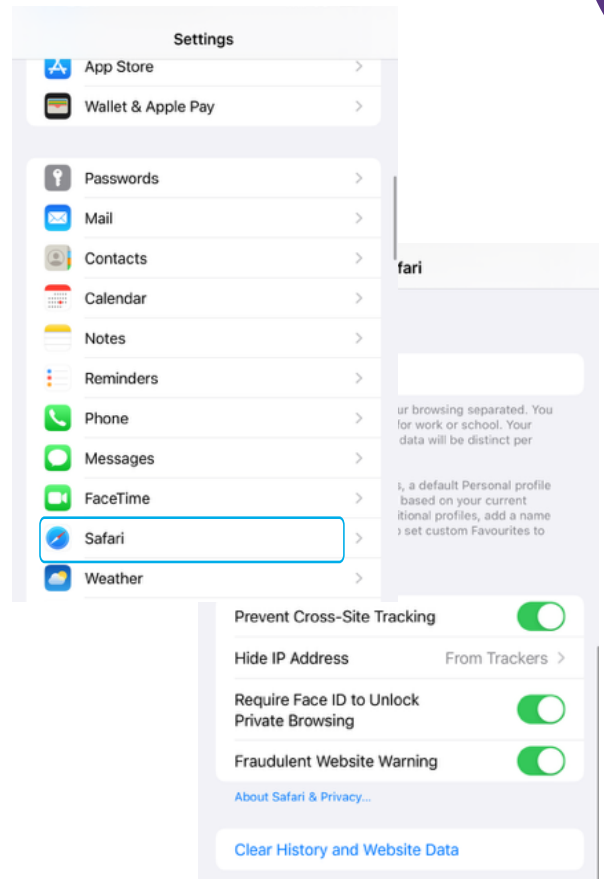
When accessing 'AMR Analytics' via Safari for the first time, you will be asked to sign in.

Step two

To enable single sign on, go to 'Settings' > 'Safari'.

Scroll down to the 'Privacy & Security' section. 'Prevent cross-site tracking' will default to the toggle being switched on. Select the toggle to turn off 'Prevent cross-site tracking'. Then return to your Safari browser AMR Analytics log in page.

Please note, 'Prevent cross-site tracking' in Safari is a setting that prevents third-party content providers from tracking users across websites for advertising purposes. If you would prefer to keep this active, please use a different browser.



Step three

Refresh the 'Safari' browser by selecting the webpage address at the top of the page and pressing the 'Enter' button on your keyboard. You will now be able to access 'AMR Analytics' without having to enter your log in details at all.

We're here to help

If you need support, please get in touch with one of our friendly advisers on 0330 123 2000, who will be happy to help, or your dedicated Account Manager if you have one.

Power BI | Reporting at your finger tips

With Power BI, you have access to a suite of online interactive reports via My Business Stream, and 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 PowerBI, you'll find two reporting catalogues known as Intelligent Water Management and Single View of Portfolio, both producing a range of comprehensive reporting for your site(s).

1. Intelligent Water Management (IWM) reporting includes:

- meter optimisation,
- consumption alerts,
- benchmarking.

2. Single View of Portfolio (SVOP) reporting includes:

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

Reporting formats

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

Find out more

To find out more about the reports available to you on My Business Stream, please view our [MyBS Reporting Guide](#) here.



Billing and invoice management

My Business Stream lets you conveniently manage all of your accounts in one place. It's completely paperless, and offers secure, instant access to your portfolio and bills.

Below shows an example of the bill summary page and the 'make a payment' screen.

The image displays two overlapping screenshots from a web application. The top screenshot shows a 'Consolidated bill' summary page. The bottom screenshot shows a 'Make a payment' screen.

Consolidated bill summary page:

- Back arrow icon and 'Bills' label.
- Page title: Consolidated bill 9000001000/12
- Navigation tabs: Summary (selected), Child bills
- Table of bill details:

Bill reference	9000001000/12
Issue date	09/12/2021
Customer reference	9000001000
Total charges	£1,234.56
Consolidated bills	2
- Download buttons: Download PDF, Download XLS, Download CSV, Download TRADACOMS extract, Download PDF bundle as ZIP
- Make a payment button with a card icon.

Make a payment screen:

- Back arrow icon and 'Account home' label.
- Page title: Make a payment
- Text: Enter your payment details below to make a payment of £123.45 to the account with customer reference number 9000001000.
- Text: Test Mode - This is not a live transaction.
- Payment details section with a note: * Indicates a required field.
- Payment logos: VISA, Mastercard, American Express, Discover, UnionPay.
- Form fields:
 - Card number *
 - Cardholder's name *
 - Expiry date * (MM / YY)
 - Security code (3 digits on the back of the card or 4 digits on the front of card)
- Buttons: Cancel, Make Payment

Frequently asked questions

You can find a list of our frequently asked questions, related to MyBS, below. If you have a question about MyBS which isn't listed, please get in touch with one of our friendly advisers on **0330 123 2000** from Monday to Friday, 9.00am to 5.00pm or, if you have an Account Manager, please contact them directly.

Q: How can I download an invoice?

A: Simply click the 'View all bills' button on your dashboard or the 'Bills' link in the left hand navigation menu. All of your latest e-bills are listed on this page with your most recent e-bill at the top. You can view and download a PDF version.

Q: How can I submit a meter reading as a single site customer?

A: You can use the 'Submit a meter reading' button on your dashboard. Your details will be populated on the form, including your customer reference number and your meter serial number. You'll be asked to enter your meter reading. Please ensure the meter reading you provide has been taken within the last four days. Your meter reading will be added to your account automatically and will help to calculate your bills.

Q: How do I pay my bill online?

A: Simply click the 'Make a payment' button on your dashboard. Your customer reference number and account balance will be populated on the payment form, as well as the amount to pay which reflects the current balance on your account. You also have the option to amend the amount you pay. Once you click enter, you'll be asked to submit your payment details.

Frequently asked questions continued

Q: What can I find in the 'Help & advice' section?

A: You can view a range of useful information. Our frequently asked questions can be filtered by subject including billing, waste water services and My Business Stream specifically and you can access useful 'how to' videos to help you get the most out of MyBS.

Q: Can I search for a case by name or by Supply Point ID (SPID)?

A: In order to locate a case associated to an individual site, please ensure you have selected the relevant site from the home screen (if you're a multi-site customer), then select 'cases' on the left hand navigation menu. You'll be able to view all of the associated case history.

Q: Will meter location information be available on my site?

A: You can view the meter details for each of your sites under the 'My sites' section of your My Business Stream account.