



# My Business Stream Guide

# Managing your account online

Our online customer portal, My Business Stream (MyBS), allows you to manage your account(s) online, at any time. Completely paperless, it offers secure, instant access to your account 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
- 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 for West Kype Contractors (Customer reference number 2298727) displays the following information:

- Account balance:** £0.00
- Customer reference number:** 2298727
- Billing address:** West Kype Contractors, WEST KYPE FARM, STRATHAVEN, ML10 6PR
- Recent bills:** 07/01/2024 | 4017748 | Site: ML10 6PR | £519.37

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

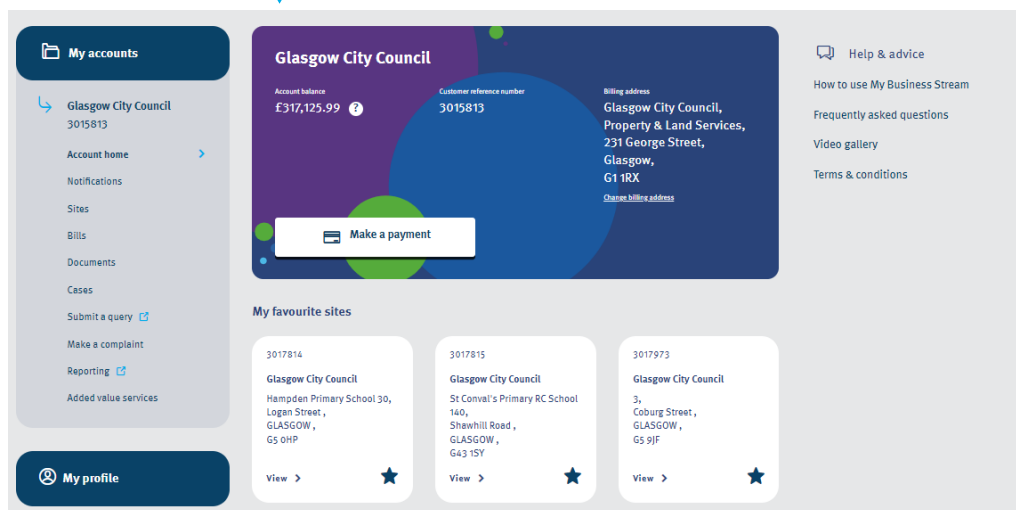
Provides quick and easy access to your recent bills, with the ability to download PDF, CSV and EDI bill formats.

# 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: ACME Anvils Inc 9000001000, Account home, Notifications, Sites, Bills, Documents, Cases, Make a complaint, and Added value services.
- 2. High level information about your latest bill:** A central card showing account balance (£123.45), customer reference number (9000001000), and billing address (ACME House, Haigh Park Road Industrial Estate, Haigh Park Rd, Leeds, LS10 1RX). It includes a 'Make a payment' button.
- 3. My favourite sites:** Two site cards. 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 'View >' button and a star icon.
- 4. Recent bills:** A card showing a bill for £1,234.56 dated 09/12/2021 for account 9000001000/12. It includes a 'View all sites' button.
- Help & advice:** A sidebar on the right 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 >

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Help & advice  
How to use My Business Stream  
Frequently asked questions  
Video gallery  
Terms & conditions

**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 > ★

Help & advice  
How to use My Business Stream  
Frequently asked questions  
Video gallery  
Terms & conditions

# 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 section displays account details including the account balance (£0.00), customer reference number, and billing address (LONDON, W1T 7NS). It features two prominent buttons: 'Make a payment' and 'Submit bulk meter readings'.
- AMR analytics:** A section below the header with a bar chart icon and a 'View analytics' button.
- My favourite sites:** A section with an information icon and a message: '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 listing recent bills with columns for currency, date, amount, and a chevron icon.

Currency	Date	Amount	Action
£	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.

Account home 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](mailto: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

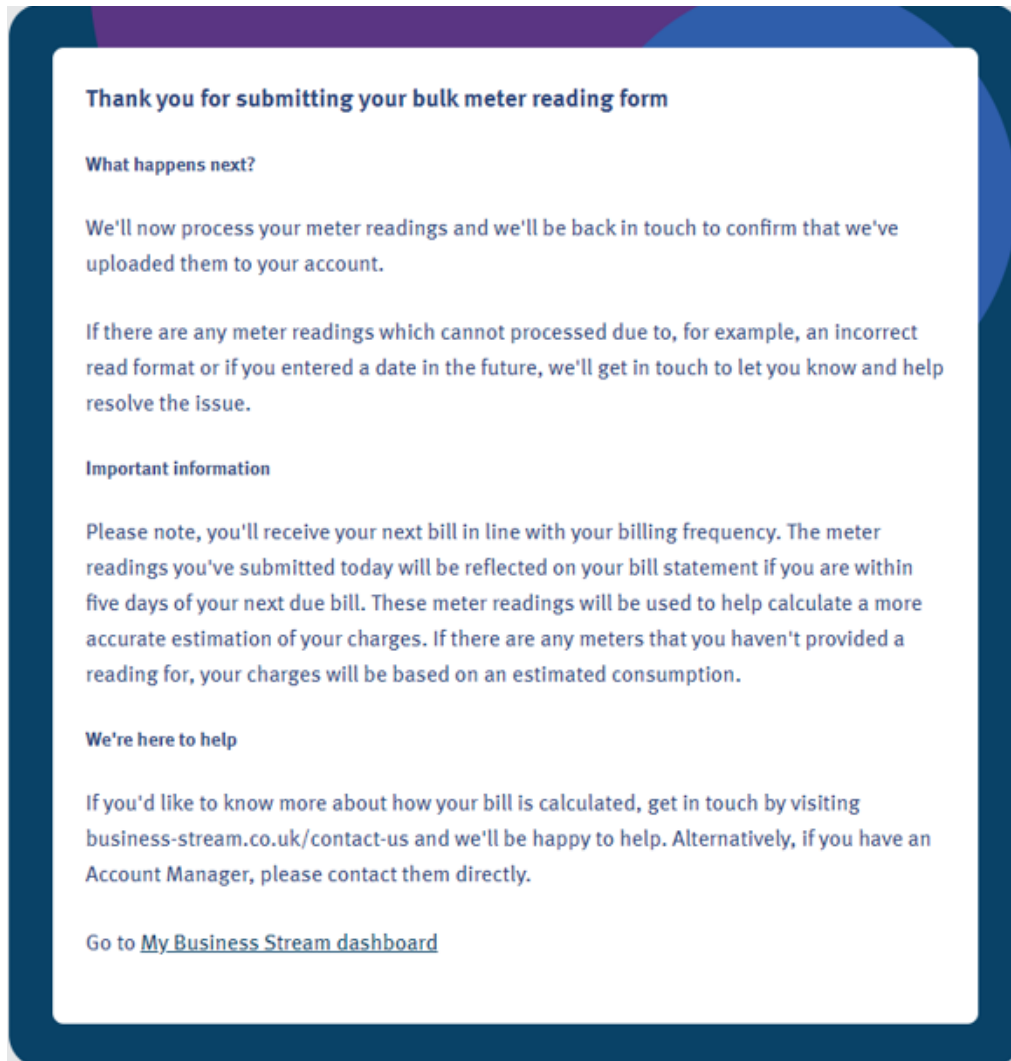
Once you have added your up-to-date meter readings to the file, along with the date you took each reading, click the 'Submit bulk meter readings' link, included in both the email and the CSV file we sent to you, which will take you back to My Business Stream. Here you can upload your file and submit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



## 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.

# 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 for account 9000001000/12. The page has a purple header with a back arrow and the text 'bills'. Below the header, there are two tabs: 'Summary' (selected) and 'Child bills'. The main content area is a white card with a list of bill details:

Bill reference	9000001000/12
Issue date	09/12/2021
Customer reference	9000001000
Total charges	£1,234.56
Consolidated bills	2

Below the table are several download buttons: 'Download PDF', 'Download XLS', 'Download CSV', 'Download TRADACOMS extract', and 'Download PDF bundle as ZIP'. At the bottom of the card is a 'Make a payment' button with a card icon.

The bottom screenshot shows the 'Make a payment' screen. It has a purple header with a back arrow and the text 'Account home' and 'Make a payment'. The main content area is a white card with the following text:

Enter your payment details below to make a payment of £123.45 to the account with customer reference number 9000001000.

Test Mode - This is not a live transaction.

**Payment details**  
\* Indicates a required field

Logos for VISA, Mastercard, American Express, and others are displayed. Below the logos are four input fields:

- Card number\* (with a mouse cursor over the asterisk)
- Cardholder's name \*
- Expiry date\* (MM / YY)
- Security code (with a note: '3 digits on the back of the card or 4 digits on the front of card')

At the bottom of the card are two buttons: 'Cancel' and '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.