My Business Stream Guide

business stream
A SCOTTISH WATER COMPANY

Managing your account online

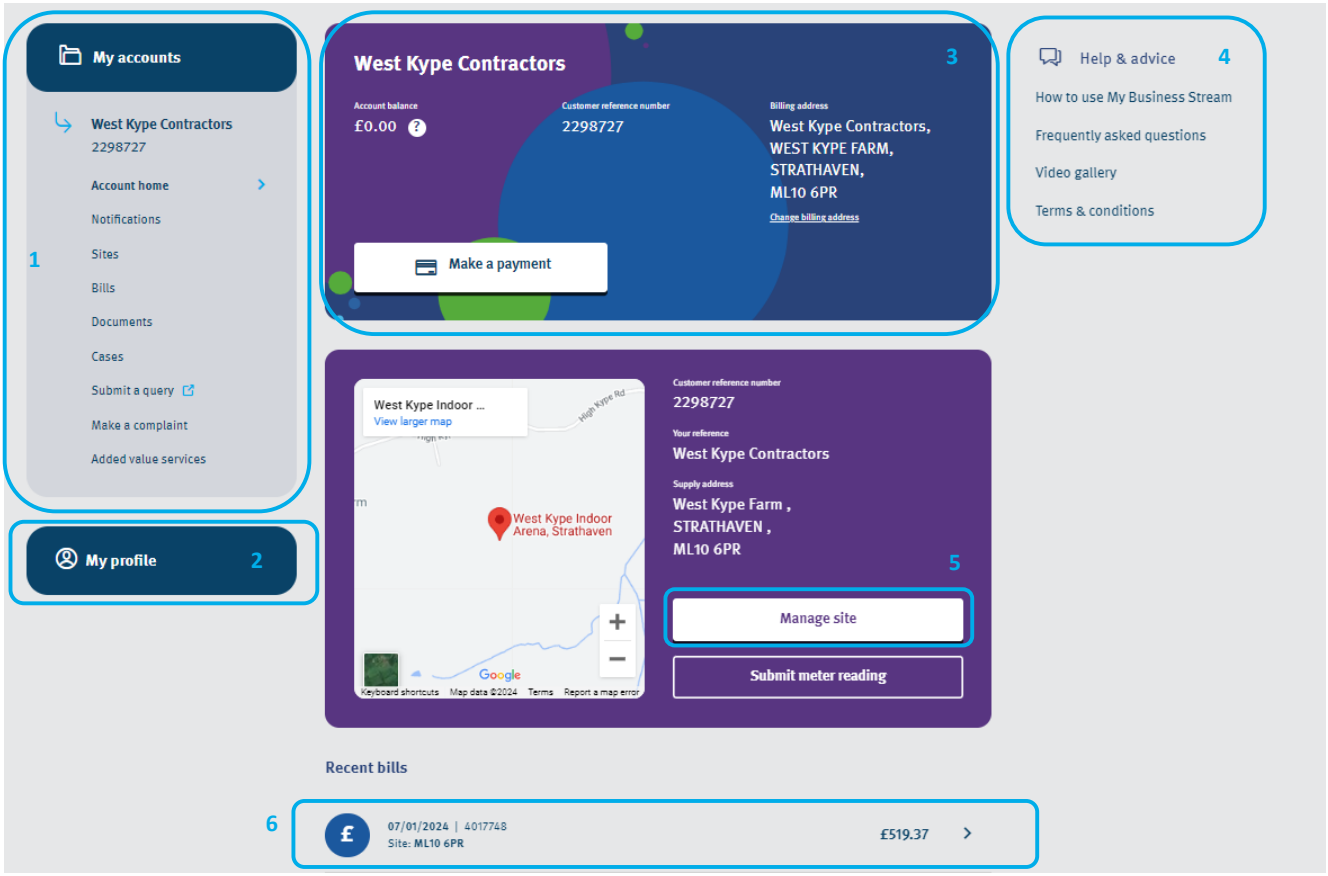
Our online customer portal, My Business Stream (MyBS), allows you to manage your account(s) online, at any time. Completely paperless, it offers secure, instant access to your account details, meter readings and bills.

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.



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.

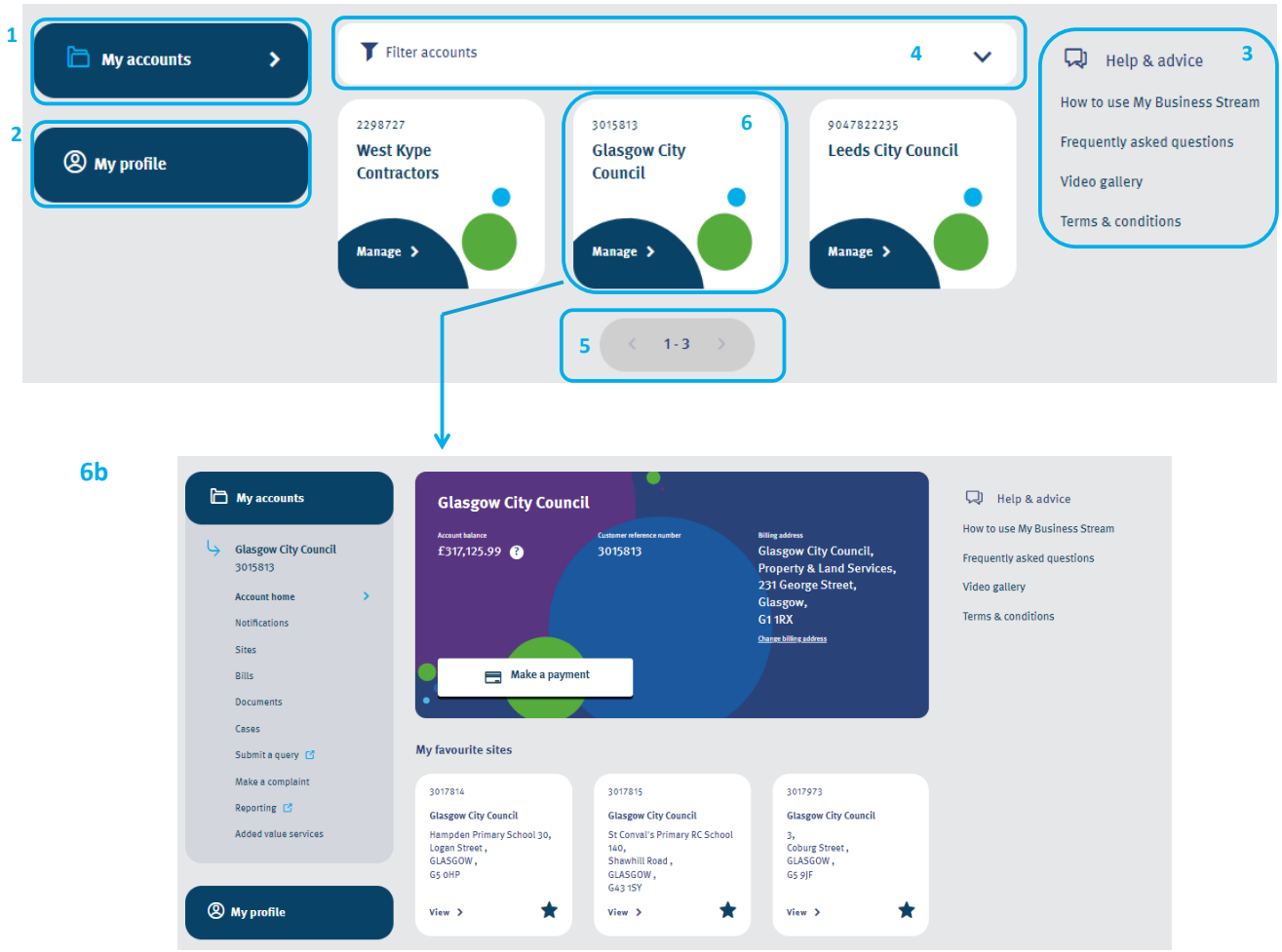
4. Help & advice section
Provides online support including useful video content to help you to manage your water and/or waste water services.

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.



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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.

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.

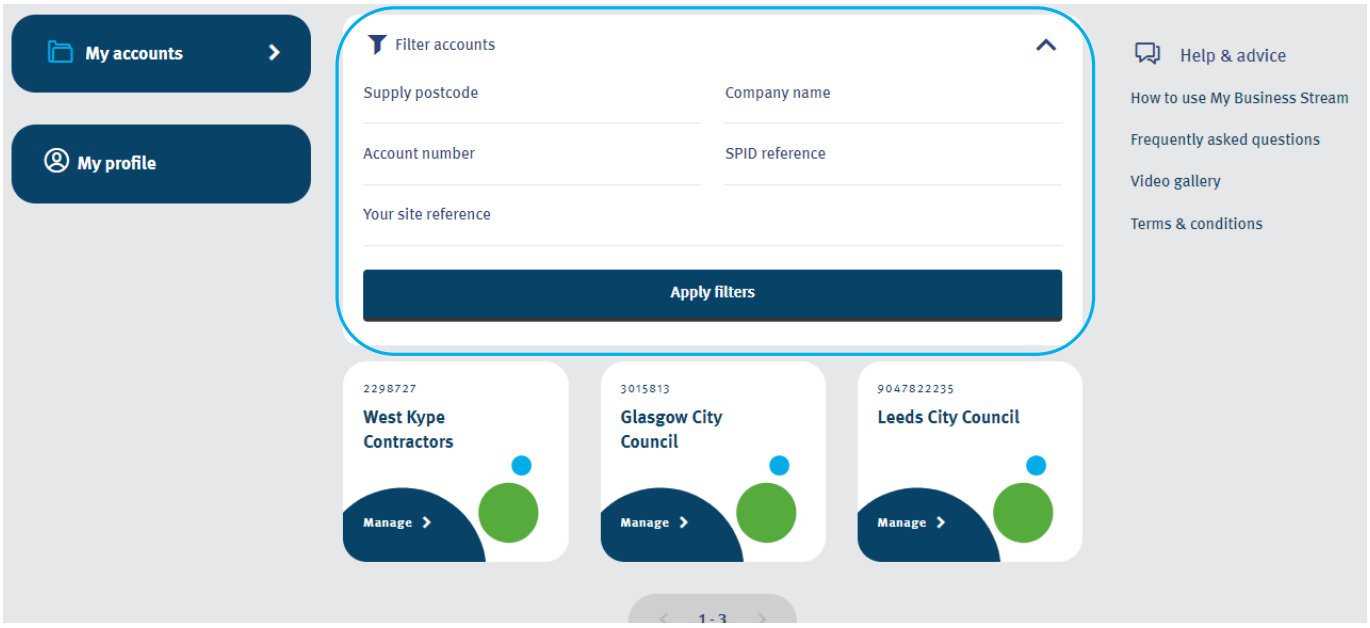
3. My favourite sites
Enables quick and easy access to your top 10 sites, as chosen by you. Create favourite sites by selecting the star icon within the each tile.

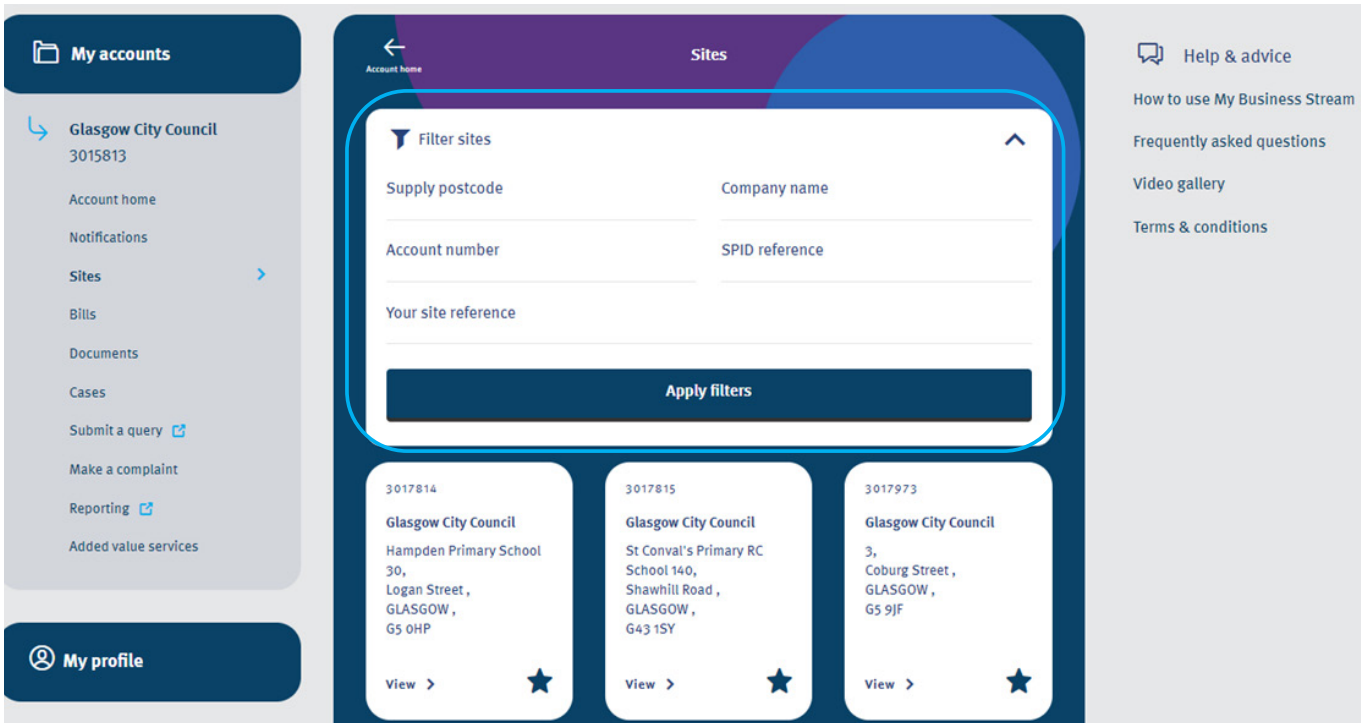
4. Recent bills
Provides quick and easy access to your recent bills, with the ability to download PDF, CSV and EDI bill formats.

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.



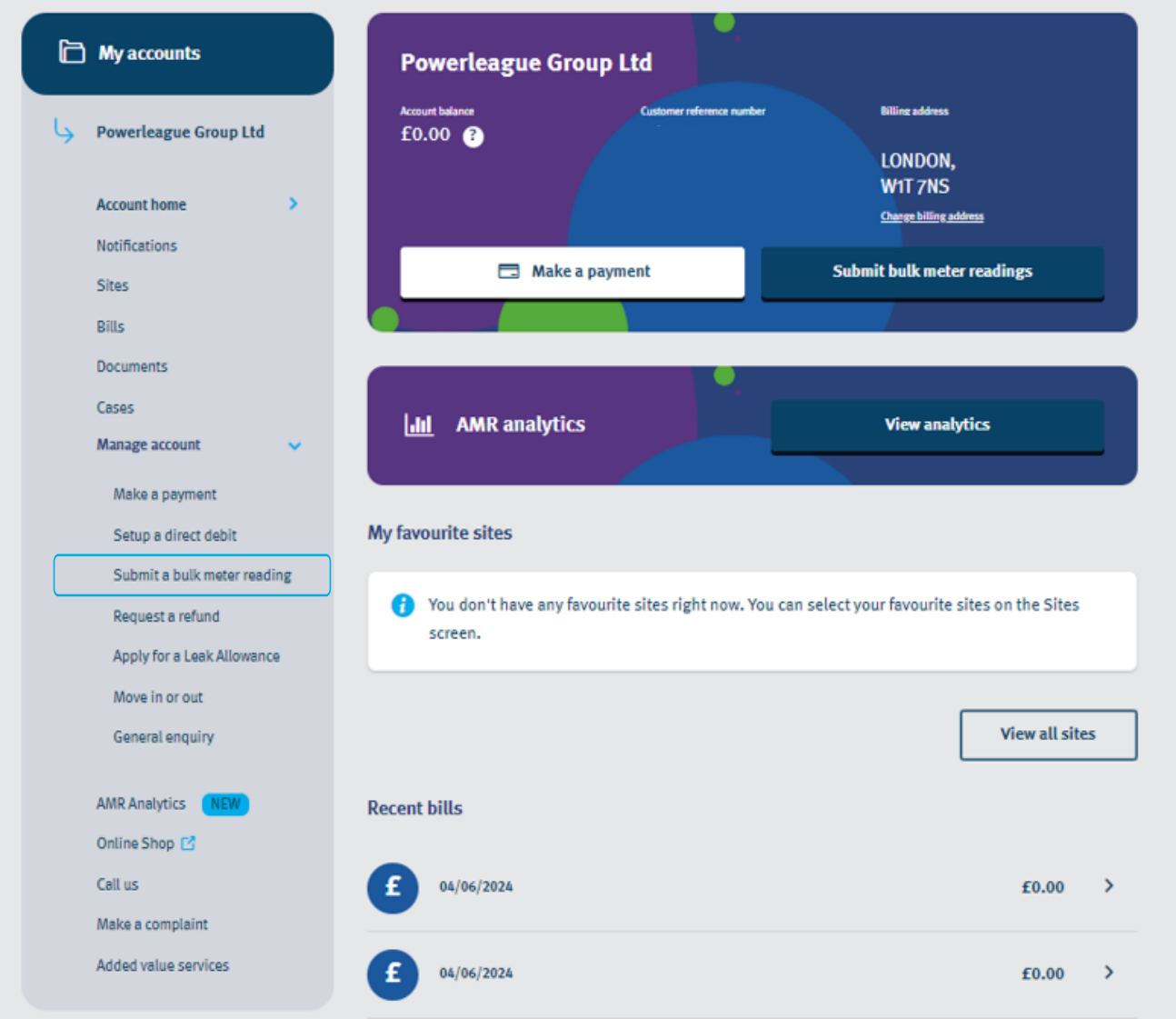


Uploading bulk meter readings

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'.

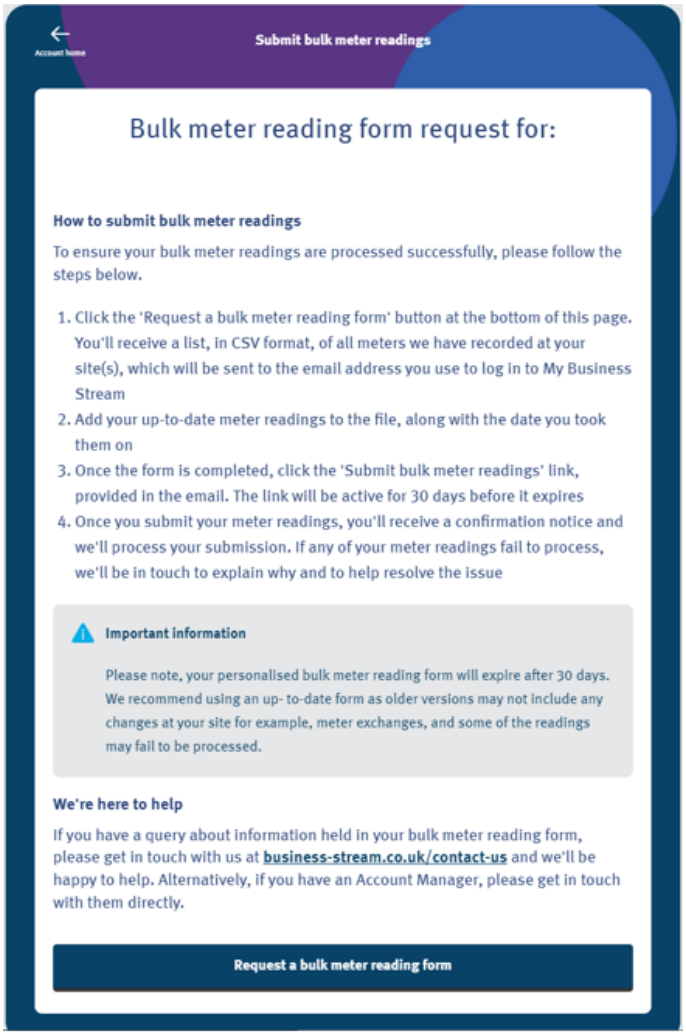


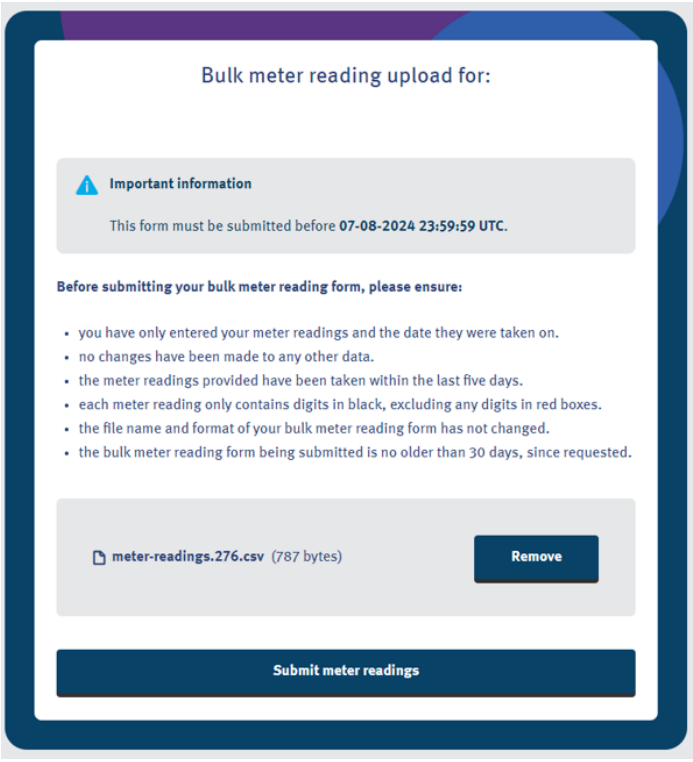
Step two

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.





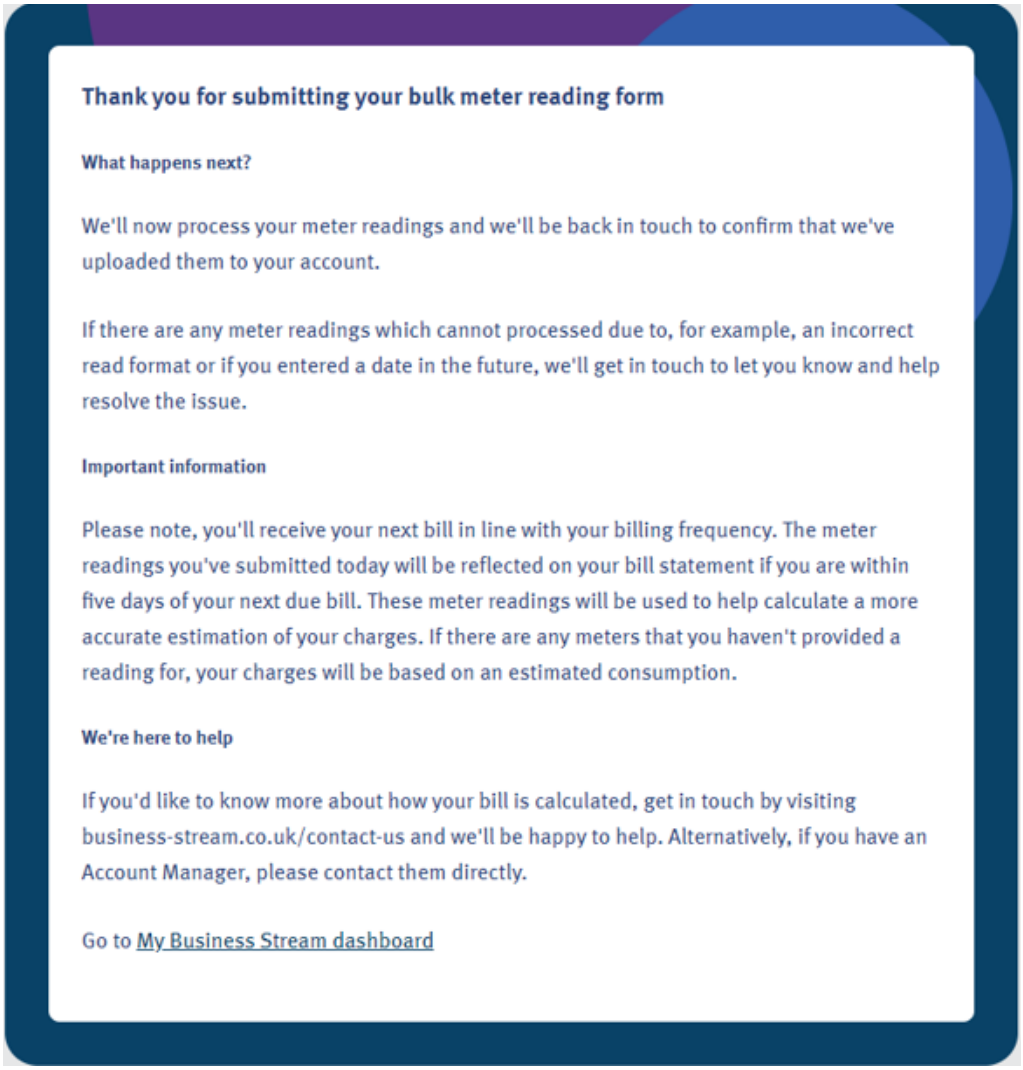
Step three

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.



Thank you for submitting your bulk meter reading form

What happens next?

We'll now process your meter readings and we'll be back in touch to confirm that we've uploaded them to your account.

If there are any meter readings which cannot processed due to, for example, an incorrect read format or if you entered a date in the future, we'll get in touch to let you know and help resolve the issue.

Important information

Please note, you'll receive your next bill in line with your billing frequency. The meter readings you've submitted today will be reflected on your bill statement if you are within five days of your next due bill. These meter readings will be used to help calculate a more accurate estimation of your charges. If there are any meters that you haven't provided a reading for, your charges will be based on an estimated consumption.

We're here to help

If you'd like to know more about how your bill is calculated, get in touch by visiting business-stream.co.uk/contact-us and we'll be happy to help. Alternatively, if you have an Account Manager, please contact them directly.

Go to My Business Stream dashboard

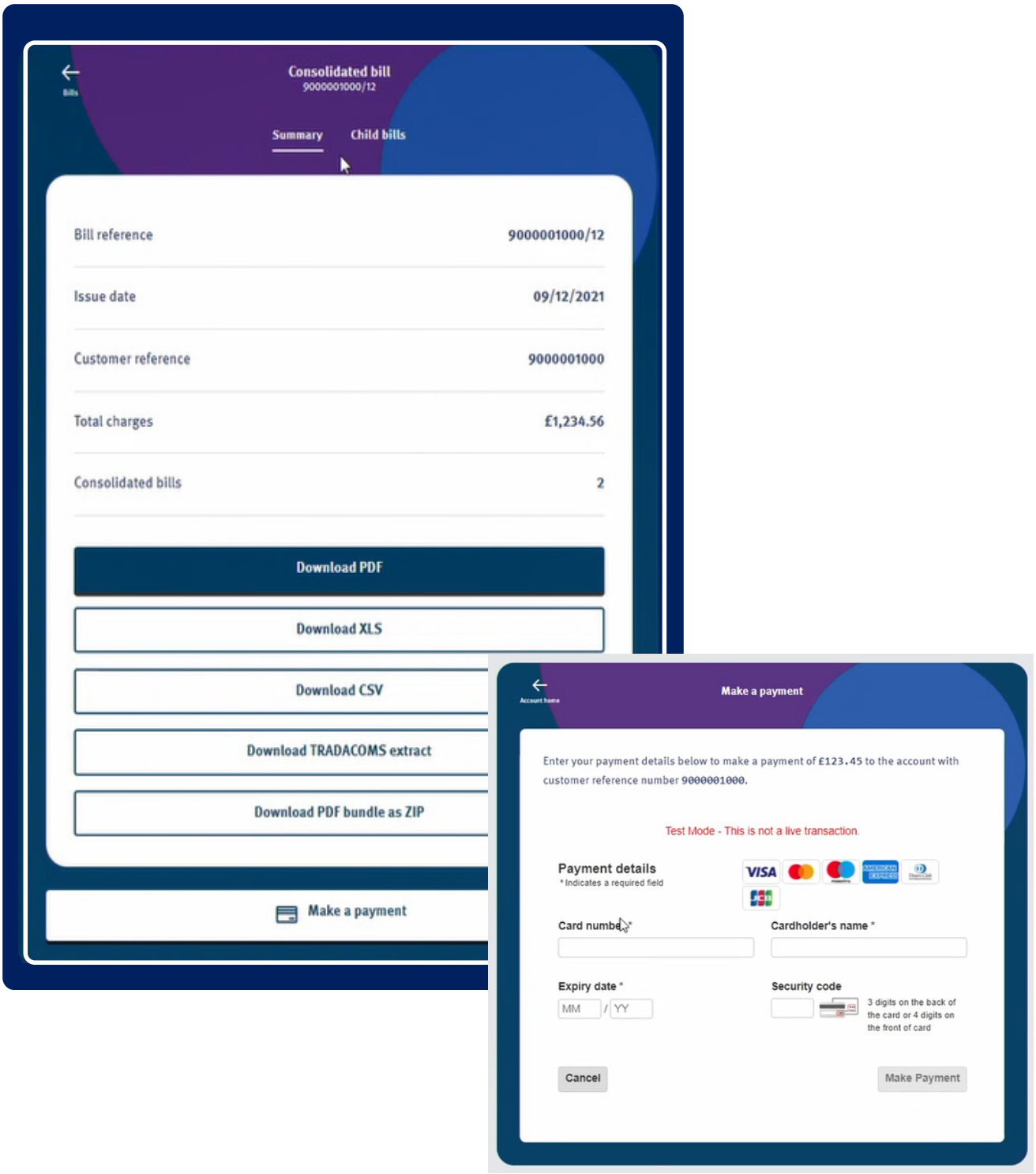
We're here to help

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.



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 populted 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 specifcailly 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.