



Your My Business Stream account

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:

- upload meter readings
- view and download ebills
- view your portfolio and individual sites at a glance
- process site changes
- access from any laptop, PC or mobile device
- log queries and request support
- access your Daily Dashboard - a 360-degree view of all aspects of your account
- view your trade effluent charge information
- check out our help topics and videos
- access and download site lists
- track your live cases

Coming soon to MyBS:



Video
tutorials



Enhanced
reporting



Direct access to
your AMR portal



Upgraded
webforms



Training
resources



Educational
resources



Benchmarking



Enhanced
Intelligent Water
Management

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 screenshot shows a user interface for a single-site dashboard. On the left, there is a sidebar with a 'My accounts' section containing a list of accounts, with 'West Kype Contractors' selected. Below this is a 'My profile' section. The main content area is divided into three main sections. The top section, labeled '3', displays account information for 'West Kype Contractors', including the account balance (£0.00), customer reference number (2298727), and billing address. A 'Make a payment' button is visible. The middle section, labeled '5', shows a map of the site location, 'West Kype Indoor Arena, Strathaven', with a 'Manage site' button. The bottom section, labeled '6', displays a 'Recent bills' table with one bill entry for 07/01/2024, amounting to £519.37. A 'Help & advice' section (labeled '4') is located on the right side of the dashboard, containing 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

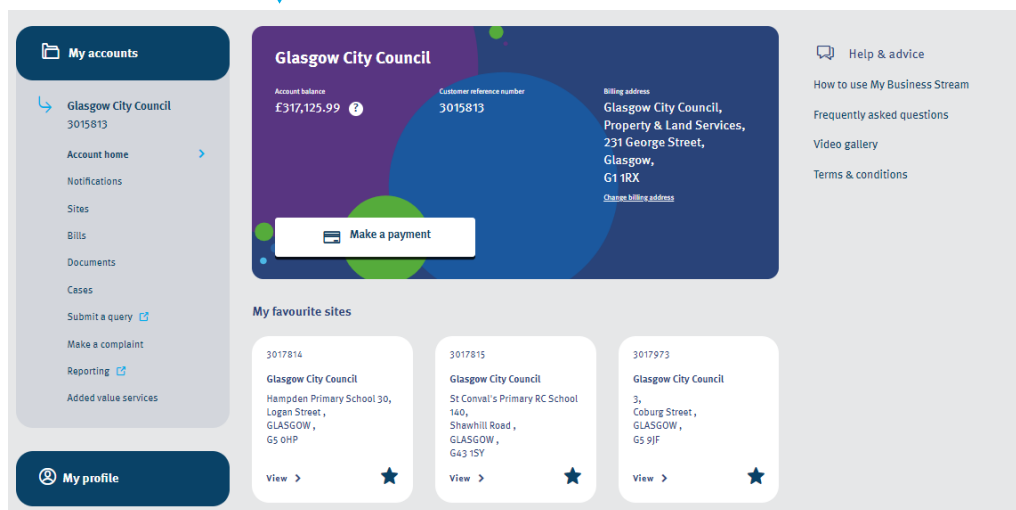
Provides quick and easy access to your recent bills, with the ability to download PDF, CSV and EDI bill formats.

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: 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:** 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 'View >' button and a star icon.
- 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.

New 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.

This screenshot shows the 'My accounts' section of the MyBS dashboard. A 'Filter accounts' modal is open, allowing users to search for accounts by supply postcode, company name, account number, SPID reference, and their site reference. Below the filter modal, three account cards are displayed for 'West Kype Contractors', 'Glasgow City Council', and 'Leeds City Council', each with a 'Manage' button. A right-hand sidebar contains links for 'Help & advice', 'How to use My Business Stream', 'Frequently asked questions', 'Video gallery', and 'Terms & conditions'.

This screenshot shows the 'My accounts' section with the 'Glasgow City Council' account selected. The 'Sites' view is active, displaying a 'Filter sites' modal. This modal allows filtering sites by supply postcode, company name, account number, SPID reference, and site reference. Below the filter, three site cards for Glasgow City Council are shown, each with a 'View' button and a star icon. The left-hand sidebar lists navigation options like 'Account home', 'Notifications', 'Bills', 'Documents', 'Cases', 'Submit a query', 'Make a complaint', 'Reporting', and 'Added value services'. The right-hand sidebar is identical to the first screenshot.

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

Card number*

Cardholder's name*

Expiry date* /

Security code  3 digits on the back of the card or 4 digits on the front of card

At the bottom are 'Cancel' and 'Make Payment' buttons.

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?

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. Soon, you'll also be able to 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.