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.



1. Specific site consumpton



2. Meter appropriateness for sites



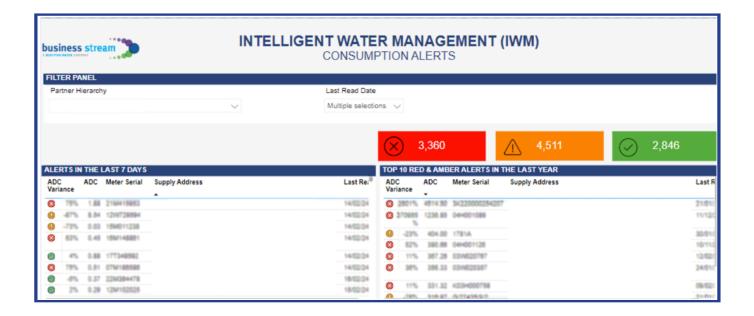
3. Comparisons of one site against another

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.

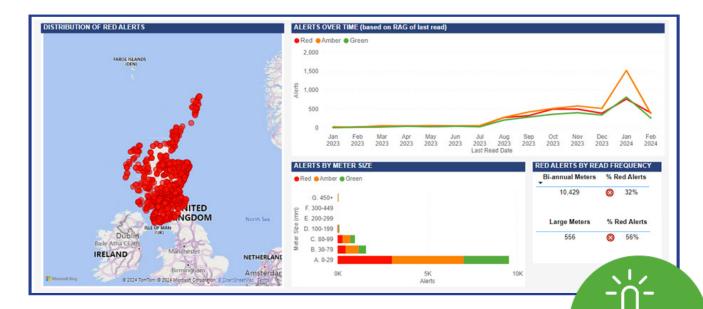
Consumption alert report example:



- If your average daily water consumption shows an increase of 10% or more, 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 Green on the consumption alert report.
- If your average daily consumption shows a drop of 10% or more, this will be highlighted in Amber on the consumption alert report.

Consumption alert report example two

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



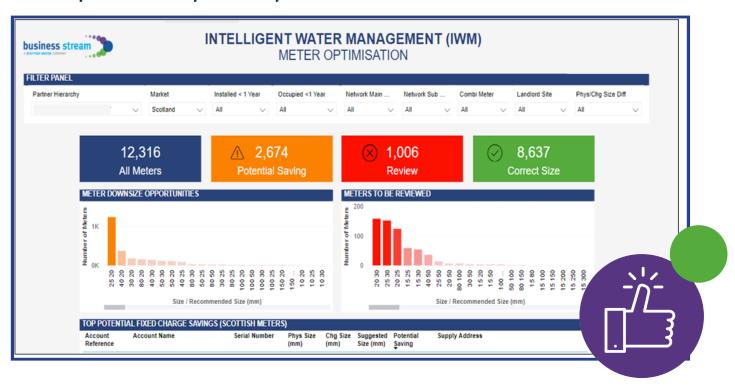
Meter optimisation reporting

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.

Please note, potential cost savings shown in this report are available to customers in Scotland only.

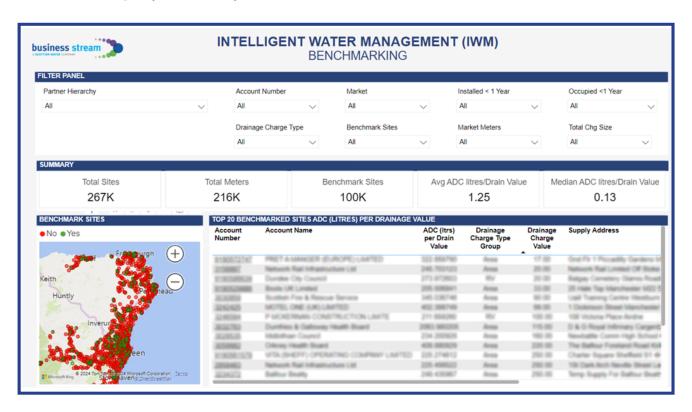


Benchmark reporting

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:



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 you help you understand the water usage across your sites' for example:

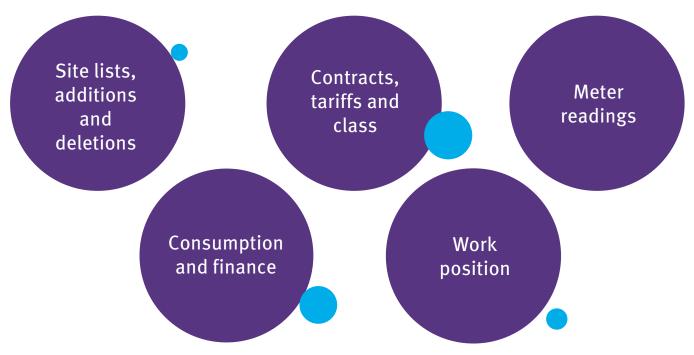
- A site which has a higher ADC than median value tells us that this site has a higher water consumption than your other sites
- A site which has a lower ADC than median tells us that this site has a lower water consumption than your other sites

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?
- **3.** What are each of my sites being billed for specifically?
- 2. What is the chargeable basis of my sites?
- **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.



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.

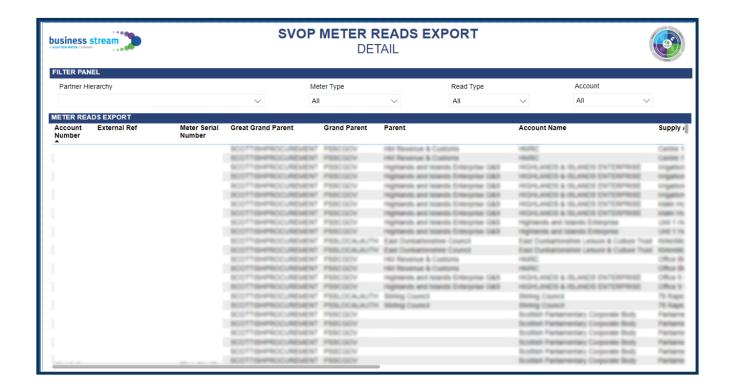
This is organised using the account name hierarchy and each active account is represented on one row.





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.





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.



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.



