

Putting you in control with a 360° view of your accounts through Single View of Portfolio

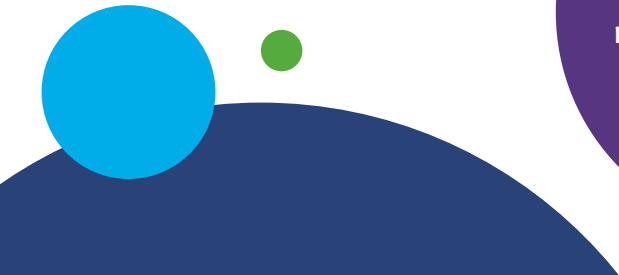


## **Access a holistic view of your accounts with Single View of Portfolio (SVOP)**

With SVOP you'll get access to all of your portfolio and site data with the click of a few buttons. Review your meter data, billing performance, consumption reporting and query management online at any time of the day or night.

As well as having the ability to view all of your data through our online portal, My Business Stream, our team are also on hand to proactively monitor your account. We'll be able to use the data in SVOP to spot potential issues with billing, metering, wholesaler asset data and portfolio changes. And, to save you time and effort managing your account, we'll flag these and liaise with the appropriate colleagues across our business to get them resolved.

**SVOP utilises Microsoft PowerBI to create visual data dashboards and reports that meet your specific requirements and evolving needs.**



## Explore the benefits of SVOP



**Review your water consumption easily** across your portfolio (and for each of your sites)



**Find out your carbon emissions** based on the volume of water you use (at both a site and portfolio level)



**Deep dive into your site data** with our easy to use filters and search functionality, and



**Have our team on hand** who will regularly review your account details to flag and resolve any issues.

## Get water and carbon reporting at your fingertips

We're committed to helping our customers to reduce their water usage and improve their carbon footprint.

With SVOP, you'll be able to easily see how much water each of your sites is using, and the impact that has on your carbon emissions. Our team will be on hand to support you to reduce these figures and help you to achieve your environmental targets and deliver cost savings too.



## What data is available through SVOP?



### Portfolio and site data

- Number of sites onboarded
- Number of measured/unmeasured sites
- Number of water and waste water SPIDs (supply points)
- Number of site additions and site deletions



### Billing performance

- Details of bills overdue for scheduling
- Timeliness of billing
- Details of debt within payment terms and aged debt



### Consumption reporting

- Water consumption volumes in m<sup>3</sup> and costs
- Carbon emissions



### Query, complaint and wholesaler management

- Number of active queries (cases) and complaints
- Number of work items (wholesaler workflows)
- Meter asset information



### Metering data

- Number of actual reads versus skips
- Number of meters overdue for reads
- Dates of last reads
- Meter asset information.

**Your data will be updated daily so you have up to date information at your fingertips.**

**Want to know more  
about SVOP?**

Get in touch:



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**business stream**

A SCOTTISH WATER COMPANY

