



My Account

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Agenda

- 💧 **My Account Demo**
- 💧 **Upcoming plans**
- 💧 **Feedback and questions**



Meter read Validation (23-24 Q4)

Submitting meter reads will be streamlined inside the portal

This will enable customers to

- See their previous meter read
- Check the new read against their average daily consumption



Document Repository (24-25 Q1)

**Customer documents and reports
Documents/links/articles for different sectors**

This will enable customers to view

- 💧 Account manager reports
- 💧 Letter of Authority
- 💧 Contract
- 💧 Emergency plans
- 💧 Other communication from Wave



Query Management (24-25 Q3)

To provide a more interactive query management experience for Account Managed customers

This will enable customers to

- 💧 Raise a query
- 💧 Check query against knowledge base
- 💧 Add comments and attachments
- 💧 Receive comments/attachments from Wave
- 💧 Track the status



Improved Dashboard (24-25 Q4)

Replacing the existing dashboard with a feature rich management information dashboard

This will enable customers to

- 💧 View consumption (and compare against other sites)
- 💧 Look at trends, predict future consumption
- 💧 Compare against equivalent businesses
- 💧 Highlight high consumption
- 💧 Charts for expenditure as well as consumption
- 💧 Download data such as meter reads
- 💧 Generate Statements of Accounts





Feedback

What have you seen on other portals you use



Questions