

Latest News

We have given WaterAccount.com additional features and a whole new look and feel. Clients have requested a more robust solution and we listened - responding with an interface that provides more data, charts and graphs. Your clients will be able to view their bills and print them from the website. Your staff will have better controls to communicate to and manage your online customers.

Our new version of WaterAccount.com makes the interface to your organization seamless and easier for your customers to use. All you have to do is contact us to make it happen .



WATERACCOUNT.COM
ONLINE WATER ACCOUNT SOLUTIONS



**Datastream Business
Solutions, Inc.**



*Providing the
Most Comprehensive Water
Account Solutions*

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WATERACCOUNT.COM

Datastream Business Solutions

Datastream was established in 1977 as a software house specializing in accounting systems for local government agencies and water utilities. From the beginning, emphasis was placed on product reliability, customization and continuing customer support.

Datastream Business Solutions, Inc. has worked hard to provide a secure solution for viewing account billing data online as well as enabling customers to pay their water bills online. The online software is designed to work seamlessly with Datastream Business Solutions' custom utility billing software. We have used standard development techniques to ensure that the web site can be customized to work with third party billing and accounting applications as well.



Customer Features

- Display account details including user name, account number, service address and more
- Display account activity
- View up to 5 years of usage history as text or in graphic form
- Show water allocation vs. usage as text or in graphic form
- Works with all major browsers including Internet Explorer, FireFox, Chrome, Safari, Opera and AOL
- See multiple accounts for a single user
- Automated sign up – Users can register without admin interaction
- Users can change their own passwords
- Users can change their own e-mail addresses
- Users can send a message to a customer service representative
- Users can assign a friendly nickname to an account
- Current water bill is available in a pdf file for viewing, printing, or downloading

Administrative Features

- View list of all water accounts that have signed up
- View account details of any account
- View pending registrations
- Activate a user account for a user who is having registration or activation problems
- View customer account statements (a great tool for customer service representatives)
- Email account details to any account
- Send out bulk emails to all users
- View and manage multiple site logs
- View site use statistics, all users registered or individual accounts
- Set a site message for users to see when they logon to their account

- Ability to set individual customer message
- Ability to take the site offline/online
- Ability to have multiple administrators with customized security settings
- Ability to adjust all global settings
- Ability to reset customer passwords

Automation Features

- Water district customers can sign up, view accounts and pay bills via the web site without the need to contact the district
- Data transfers between utility billing and web application can be scheduled
- Online payment is processed automatically through a merchant service or ACH bank of the water district's choice
- All transactions are logged
- All automated communications are done over secure encrypted connections
- Automated monitoring of system ensures maximum availability and security of data transfers and systems



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