CATALYST

Bill Audits: Ensuring Accuracy and Validating Your Utility Bills

Lorenzo Reyes
Customer Success Manager
EnergyCAP

Have questions?

Ask them in **Sched chat** on the app!

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Agenda

- ✓ Bill Audits
  - Audit settings and thresholds
- ✓ Bill Flags
  - Review and resolution
  - Flag Issues List & Flag List
- ✓ Identify and report on potential bill issues
- ✓ Q&A

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Show of hands

- ✋ Accounting
- ✋ Facilities Management
- ✋ Energy Management/Sustainability

Bill audits

- ✓ Bill audits are powerful tools for data validation, examining utility bill data for **accuracy** and **unusual patterns of use or cost**.
- ✓ Audits automatically flag bills for **manual review** and indicate there may be a problem.
- ✓ **All bills**, no matter how they are entered—Bill CAPture, bill import, manual bill entry—**are audited** as they are entered into EnergyCAP UtilityManagement.
- ✓ A bill can also be **manually flagged by a user**.

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Bill audits

- ✓ Originally, the EnergyCAP Utility Management (EUM) system assigned a **single flag** to a bill, even if there was **more than one issue** on the bill.
- ✓ In March, EUM was updated to now have **one flag per issue** on the bill.
- ✓ This allows users to keep track of which flags have been **resolved** and which flags remain **unresolved**.

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Audit settings

Three categories of bill audits:

1. **Bill entry**
   These audits are focused on the basic elements of the bill and help to ensure accurate information is available for reporting and analysis.

2. **Imported bills**
   These audits run specifically for imported bills; this includes Bill CAPture.

3. **Outlier audits**
   These audits help you to identify abnormal bills using bill history along with past and current weather data.

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Pop Quiz

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Audit settings

1. Decide if you want to activate the audit by choosing **Flag** or turn off the audit by choosing **Skip**. (**Flag & Hold** is available if you are licensed for Accounting Export.)

2. Determine if there is a **minimum bill total cost** for each audit. Any bill less than the amount is not audited.

3. Audits can be configured to **automatically assign** one or more Utility Management **users to the bill**.

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Let’s go into Utility Management

- Demo EUM: Bill Module Menu – Audits, audit thresholds

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Bill audits

August 2023
Bill ID: 36897
Audit Exception

- Gap of one or more days between this bill and the preceding bill

April 2023
Bill ID: 36451
Audit Exception

- Multiple bills in the same billing period

February 2023
Bill ID: 36123
Audit Exception

- Cost per day is higher than previous bills

August 2023
Bill ID: 36779
Audit Exception

- Due date is before the end date of the bill
- Statement date is before the end date of the bill

August 2023
Bill ID: 36183
Audit Exception

- Abnormal use
- Abnormal cost

March 2023
Bill ID: 36331
Audit Exception

- Flagged line item type found on bill
- Use per day is higher than previous bills
- Abnormal use

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Pop Quiz

True or False: All bills are audited regardless of how they are entered.

- True

What are the **three** options for bill audits?

1. **Skip**
2. **Flag**
3. **Flag & Hold** (available if you are licensed for accounting export)

True or False: Bills with several issues are assigned **multiple** flags.

- True. Each flagged bill is assigned a flag for each issue detected by audits.

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Let’s go into Utility Management

- Demo EUM: My Flag List, My Flag Issue List – life cycle of a bill flag from audit flag to flag resolution

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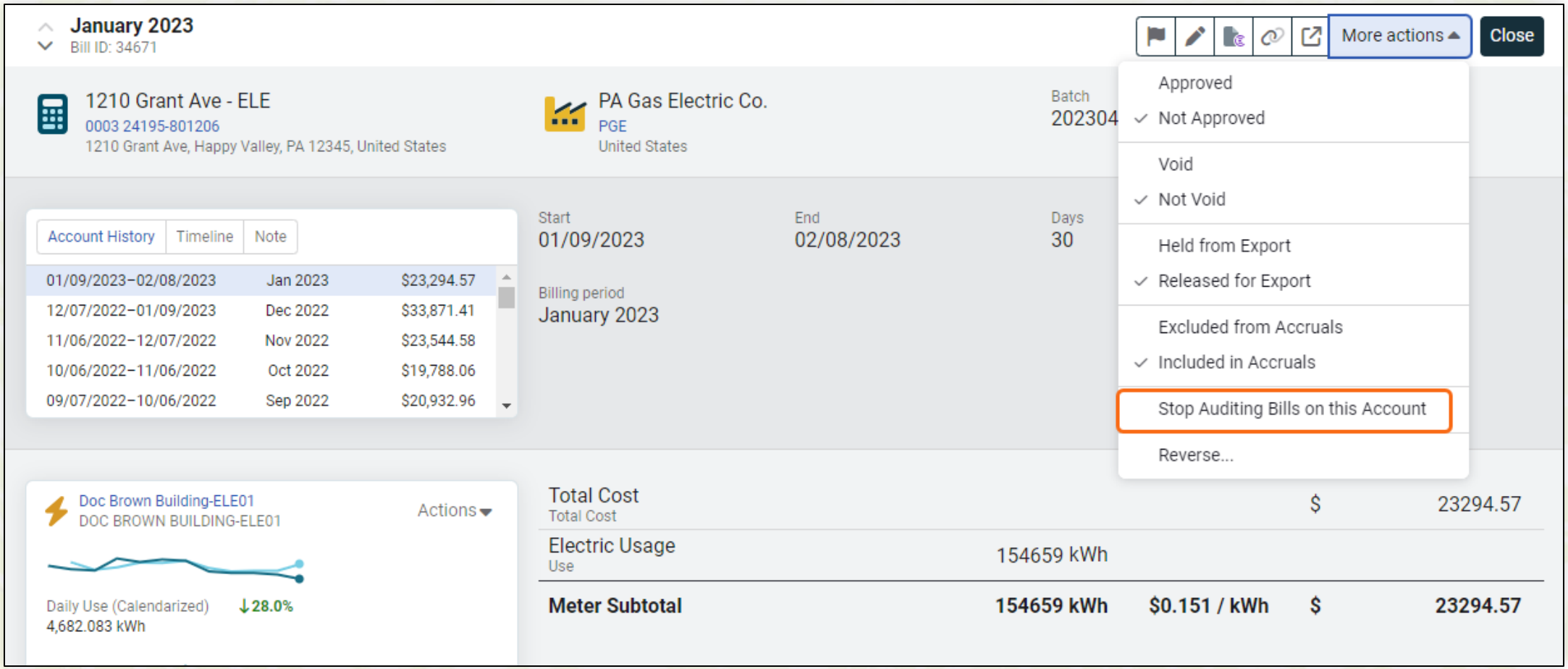
Disable audits

✓ You can disable audits on specific accounts.



Hands-on exercises: Have your laptops ready!

Let's explore the ways to view and manage flagged bills:

1. **Bills Module**
   - Bill Lists
   - My Flag List/My Flag Issue List
2. **Sites & Meters or Accounts Modules**
   - Flags
3. **Dashboard Module**
   - Bill Flags Widget
4. **Reports Module**
   - Report-27

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Let’s go into EUM

- Demo EUM: Show Bill List – Flag Status Unresolved

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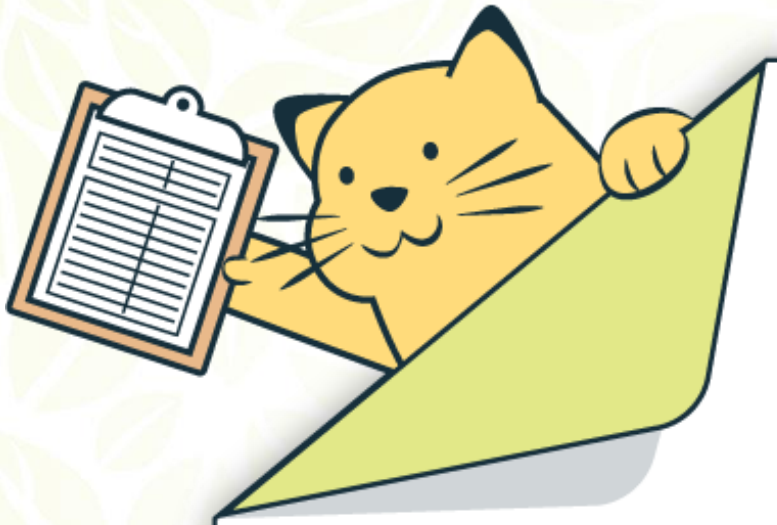
Hands-on exercise #1: Bills Module



1. Select the **Bills Module** and Create a Bill List
2. Add filters to show Unresolved Flags
3. Export to Excel
4. Expand **My Flags List** and select **Flag Issue List**
5. Filter for **Flag Issue "Abnormal Use"** to view flags with usage outliers

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Let’s go into EUM

- Demo EUM: Sites & Meters – Flags tab, Summary, Bills and filters

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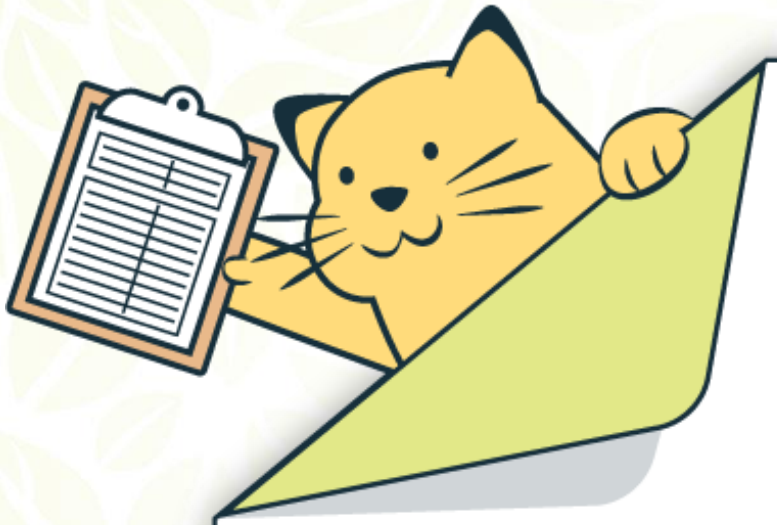
Hands-on exercise #2: Flags tab



1. Select the **Sites & Meters Module**.
2. Select **Flags**
3. Select a **bill** by checking the box to the left of the magnifying glass
4. Go to **Flag Actions** and select **Resolve**
5. Leave a **Comment** and click **Resolve**

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Let’s go into EUM

- Demo EUM: Dashboards module and bill flags widget

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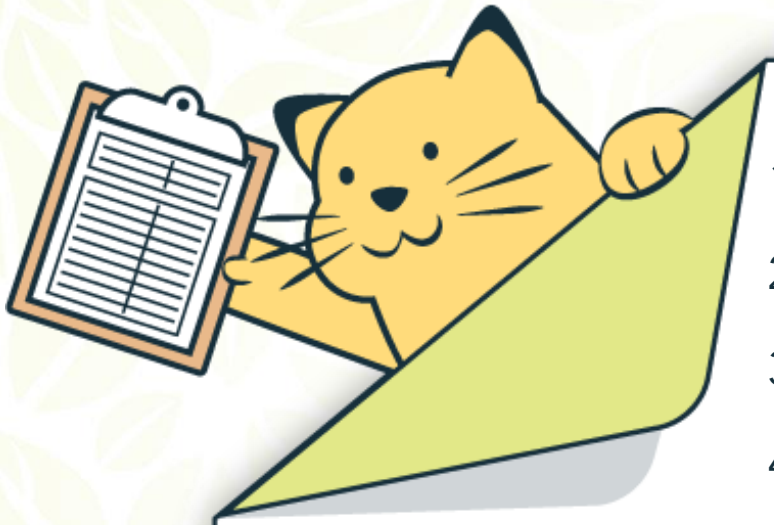
Hands-On Exercise #3: Dashboard widget



1. Select the **Dashboards Module**.
2. Select **Add Widget**.
3. Search for **Bill Flags** Widget
4. Select **Add**.
5. Enter a Widget **Title** and **add your own initials** *(ex. Flags to Investigate – LR)*
6. Set **View Data By** to either **Account, Building, or Meter.**
7. Select **Save**.

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Let’s go into EUM

- Demo EUM: Run Report-27

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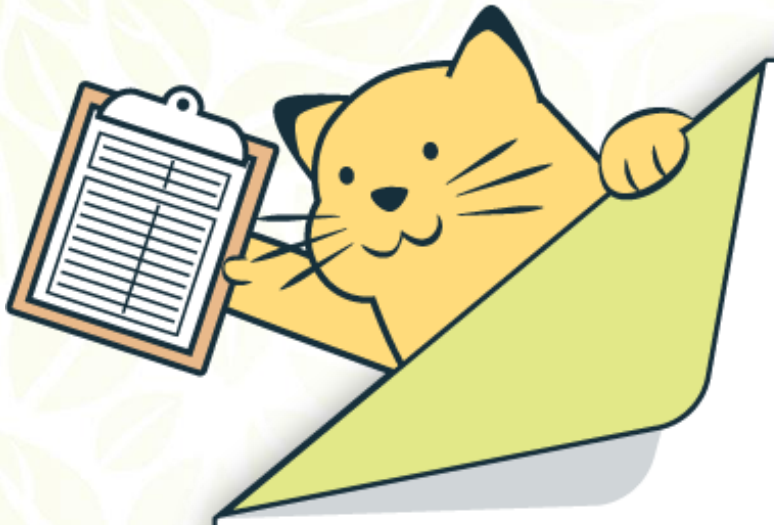
Hands-On Exercise #4: Report-27



1. Select the **Reports Module**.
2. Search for and click **Bill Flags (Report-27)**
3. Search **filters** for:
4. **Date Range** and **check the box** to add filter.
    - Select **Equals** from the dropdown menu and enter **January 2025**.
5. **Flag Status** and **check the box** to add filter.
    - Select **Unresolved** to view unresolved bill flags.
6. Go to **Download** and select **PDF**.

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Pop Quiz

What are the **four** ways to view bill flags?

1. Bills Module

Configure filters to view flagged bills.

2. Flags tab

For accounts, cost centers, meters, buildings, and organizations.

3. Dashboard widget

See flag types, issues, and assignees.

4. Report-27

Generate a list of all bills and flag details.

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Wrap up

- ✓ Bill Audits
- ✓ Bill Flags
- ✓ Identify and report on potential bill issues
- ✓ Four ways to manage bills:
  1. Bills Module
     - Bill Lists
     - Flag Lists
  2. Flags tab
     - Sites & Meters
     - Accounts
  3. Dashboard widget
  4. Report-27

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Thank you!
Questions?

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CATALYST

We'd love to hear your thoughts!

Take a moment to share your feedback for this session in the **Sched app.**

Your input helps us make future events even better.

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OLD SLIDES

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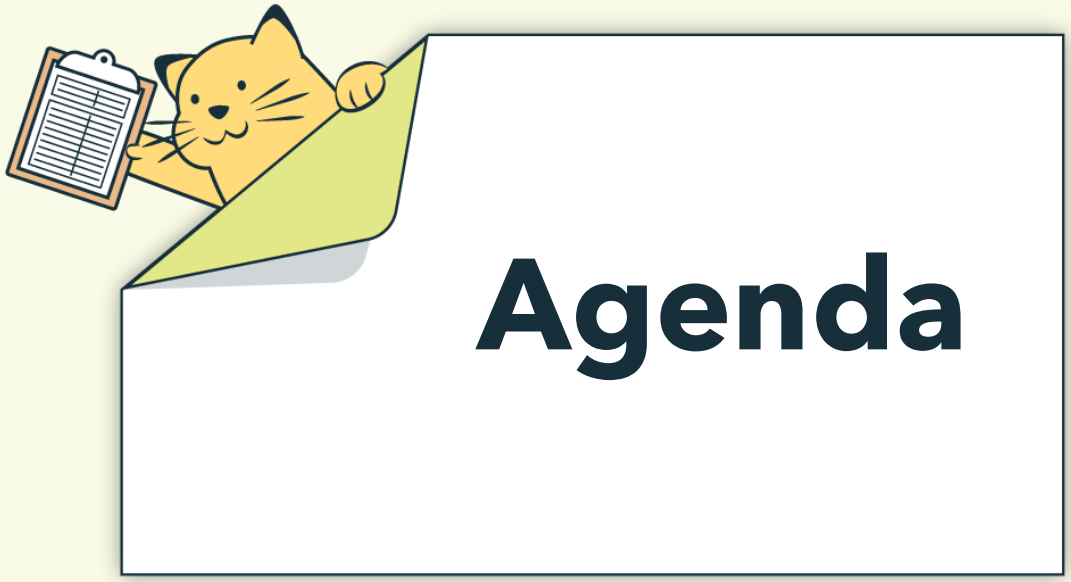
How do I know my bills are valid?

Lorenzo Reyes
Senior Project Manager
EnergyCAP



Agenda

- ✓ What are bill audits
- ✓ How do bill flags work
- ✓ How do I resolve bill flags
- ✓ Identify and report on potential bill issues
- ✓ Q&A

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Bill audits

- ✓ Bill audits are powerful tools for data validation, examining utility bill data for **accuracy** and **unusual patterns of use or cost**.
- ✓ Audits automatically flag bills for **manual review** and indicate there may be a problem.
- ✓ **All bills**, no matter how they are entered—Bill CAPture, bill import, manual bill entry—**are audited** as they are entered into EnergyCAP UtilityManagement.
- ✓ A bill can also be **manually flagged by a user**.

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Bill audits

- ✓ In the EnergyCAP Utility Management system, each flagged bill is assigned a single flag, which **may indicate multiple underlying issues**.
- ✓ When you filter by a particular issue and resolve the flag, you need to make sure to **address all the issues** associated with that flag.
- ✓ This is because each flag acts as a **concise summary for several issues** connected to the respective bill.

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Audit settings

1. Decide if you want to activate the audit by choosing **Flag** or turn off the audit by choosing **Skip**. (**Flag & Hold** is available if you are licensed for Accounting Export.)
2. Determine if there is a **minimum bill total cost** for each audit. Any bill less than the amount is not audited.
3. If the bill fails the audit you can **automatically assign** one or more UtilityManagement **users to the bill**.

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Participation quiz

True or False: All bills are audited regardless of how they are entered.

- True

What are the **three** options for bill audits?

1. **Skip**
2. **Flag**
3. **Flag & Hold** (available if you are licensed for accounting export)

True or False: Bills with several issues are assigned **multiple** flags.

- False. Each flagged bill is assigned a single flag, which may indicate multiple issues.

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Audit settings

Three categories of bill audits:

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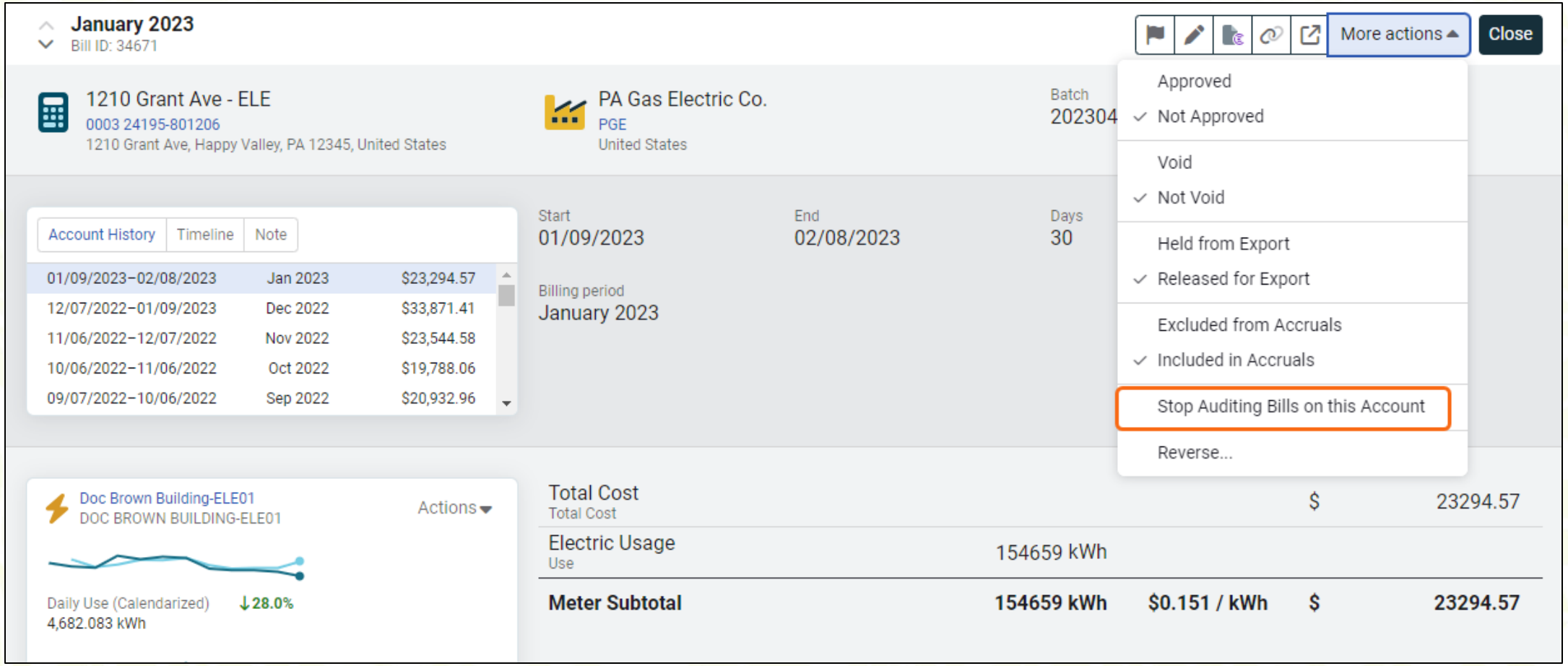

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Hands-on exercises: Have your laptops ready!

Let's explore the **four ways** to view and manage flagged bills:

1. **Bill Lists**
2. **Flags Tab**
3. **Dashboard Widget**
4. **Report 27**

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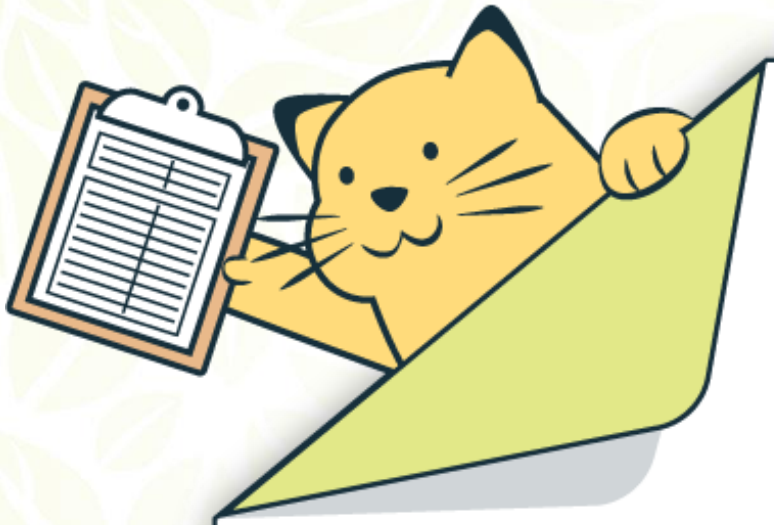
Hands-on exercise #1: Bill lists



1. Select the **Bills Module** and expand **Bill Lists Shared with Me**
2. Select **City of HV – Unresolved Flags**
3. Use the **quick filter** to view **Unresolved Flags**.
4. Click on **month and year** *(e.g., Mar 2024)* to view one of the bills.
5. Review the **Flag Details** to see which user resolved the flag.

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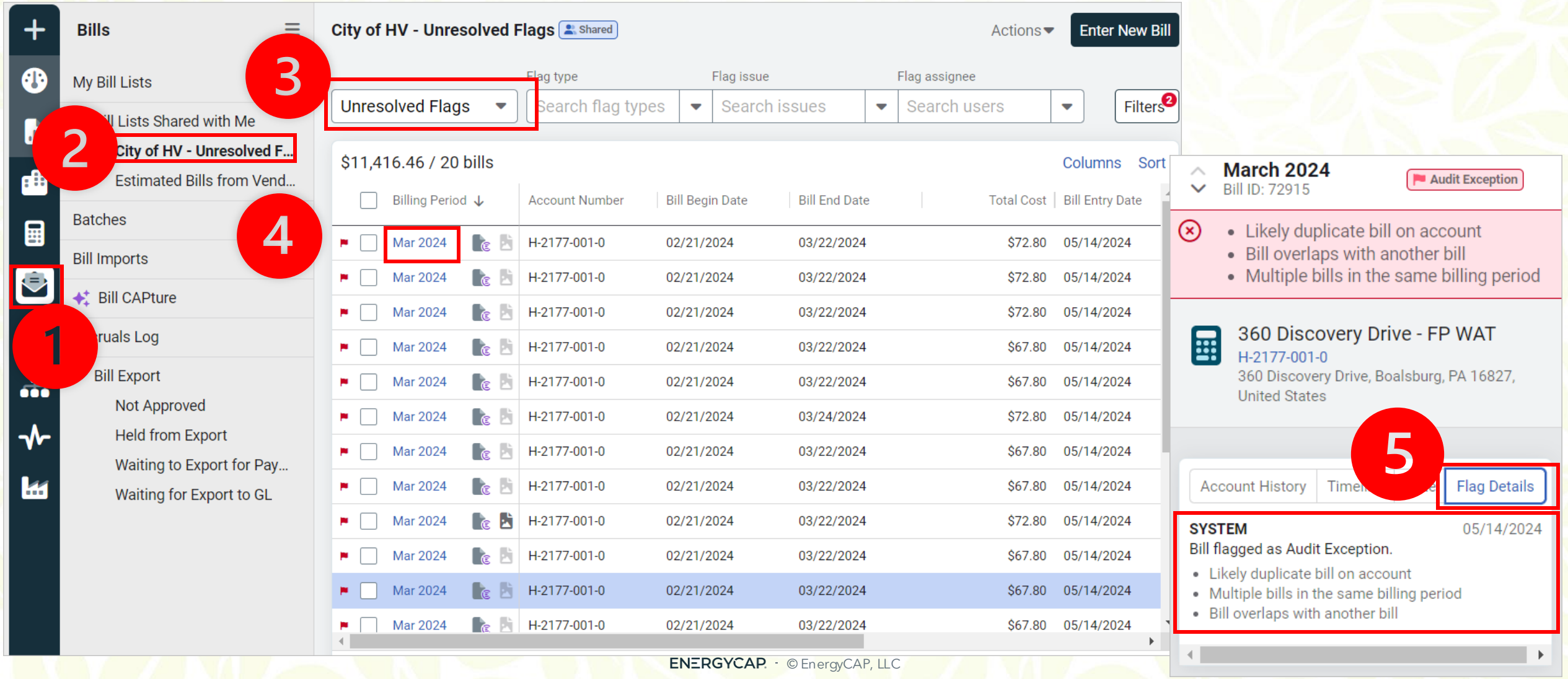
Bills list

- The Bills Module provides an in-depth view into the bill details.



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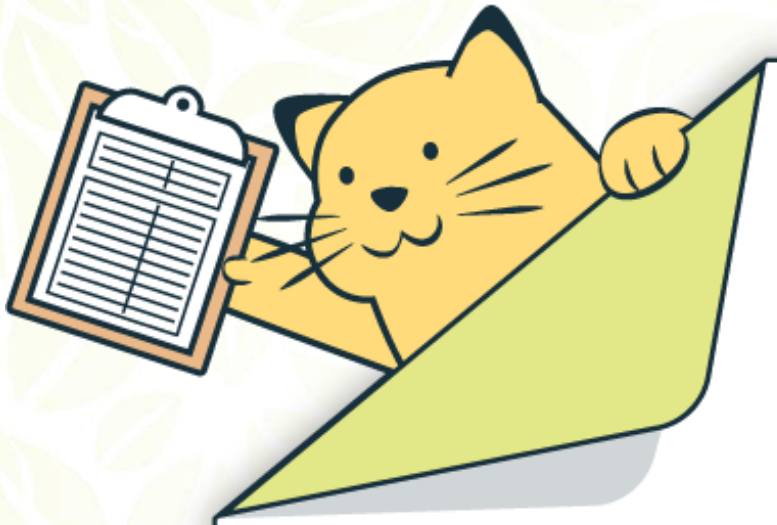
Hands-on exercise #2: Flags tab



1. Select the **Buildings and Meters Module**.
2. Expand the Organizations called **Reporting** and **City of Happy Valley** within the hierarchy.
3. Select the **City Buildings** Organization and click on the **Flags** tab.
4. Select the option to view **Bills**.
5. Click on **magnifying glass** icon
6. Review the reason for the flag.

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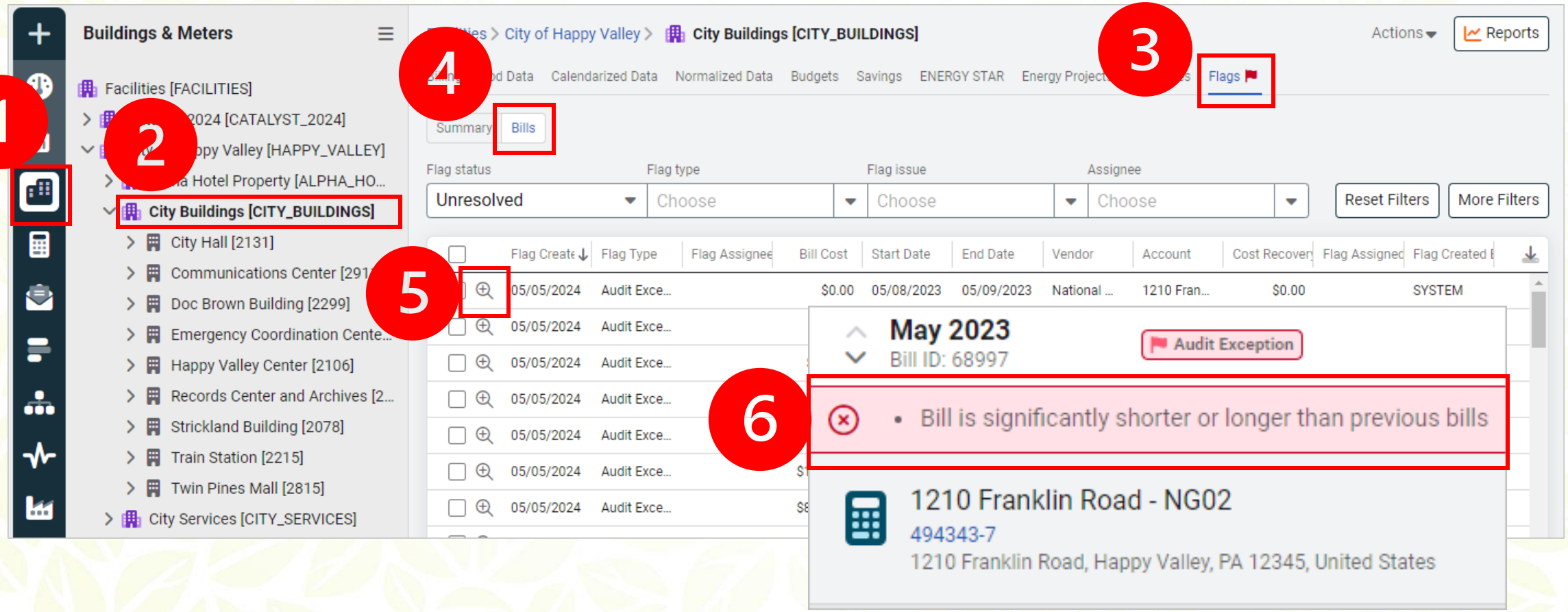
Flags Tab

- Access the Flags tab from anywhere in the Buildings & Meters or the Accounting Modules.



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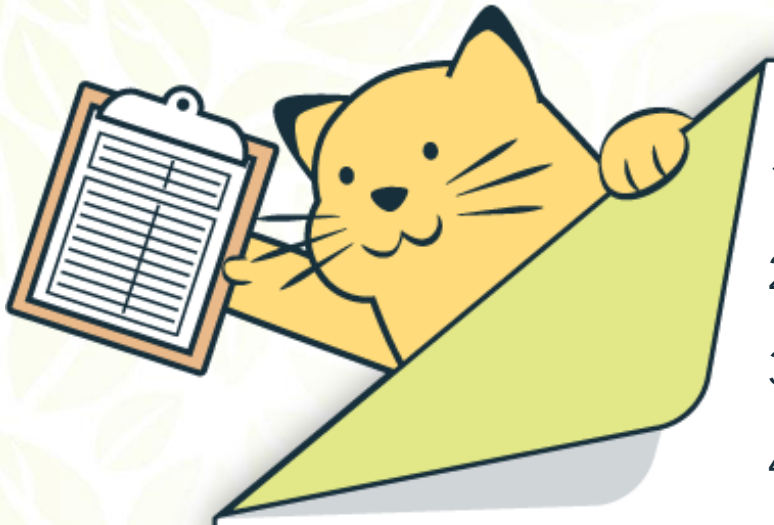
Hands-On Exercise #3: Dashboard widget



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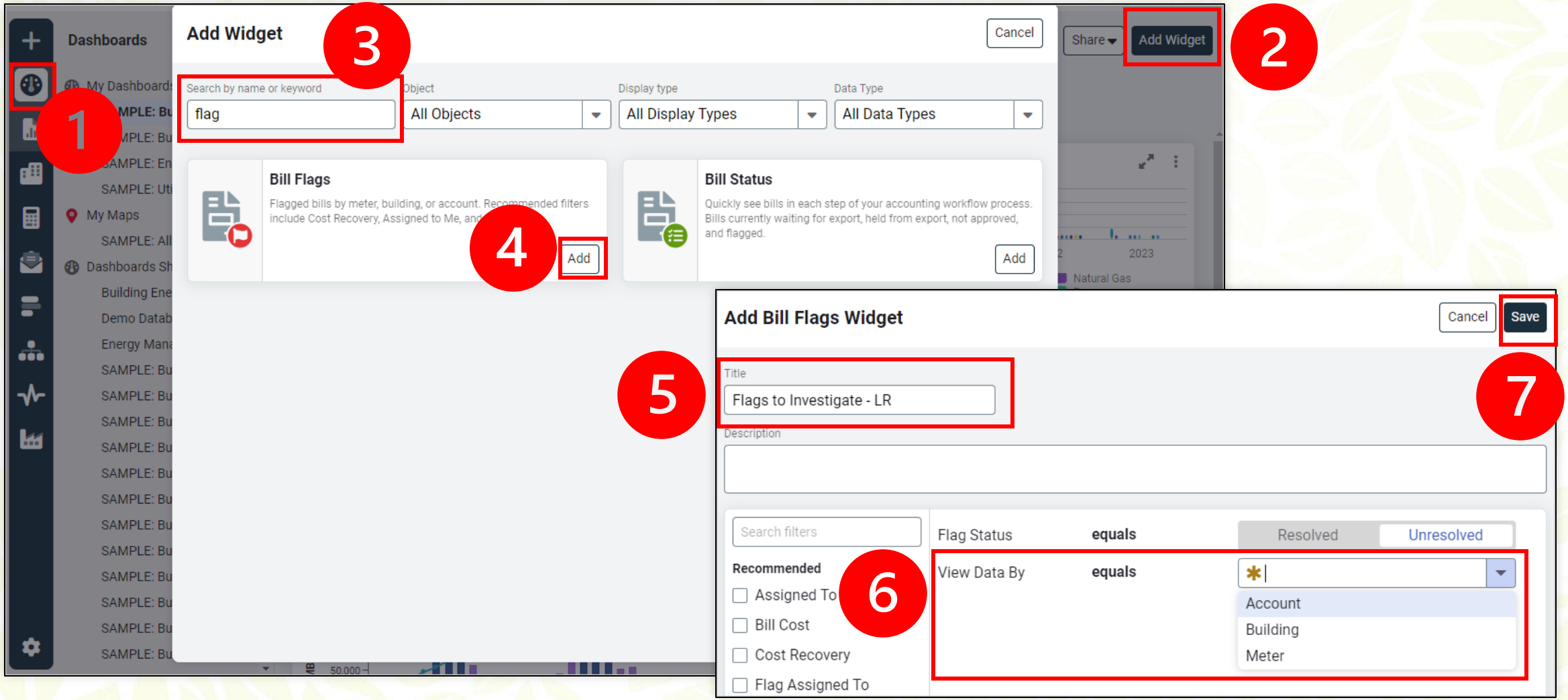
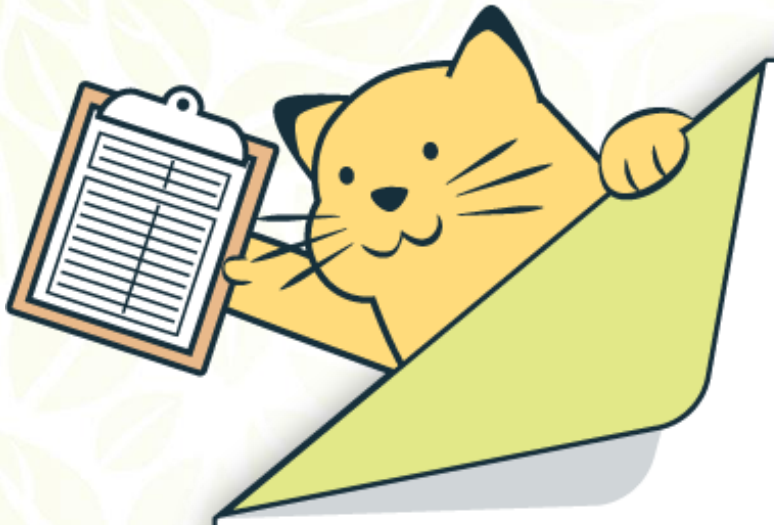
Dashboard Widget



Hands-On Exercise #4: Report-27



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5. **Flag Status** and **check the box** to add filter.
    - Select **Unresolved** to view unresolved bill flags.
6. Go to **Download** and select **PDF**.

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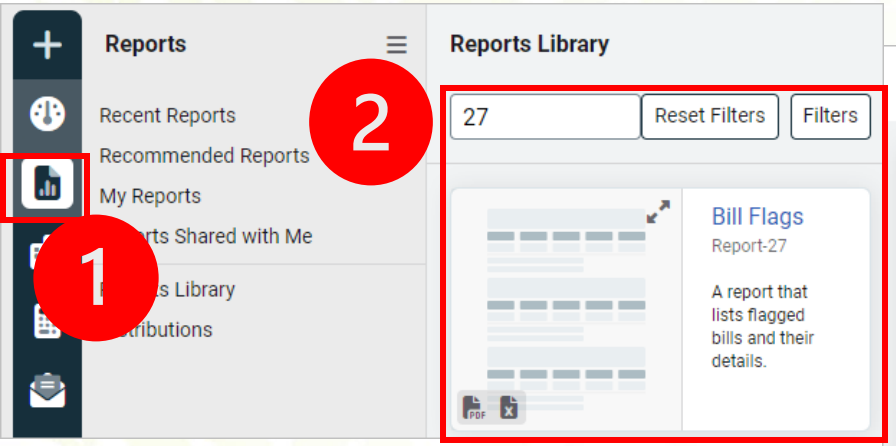
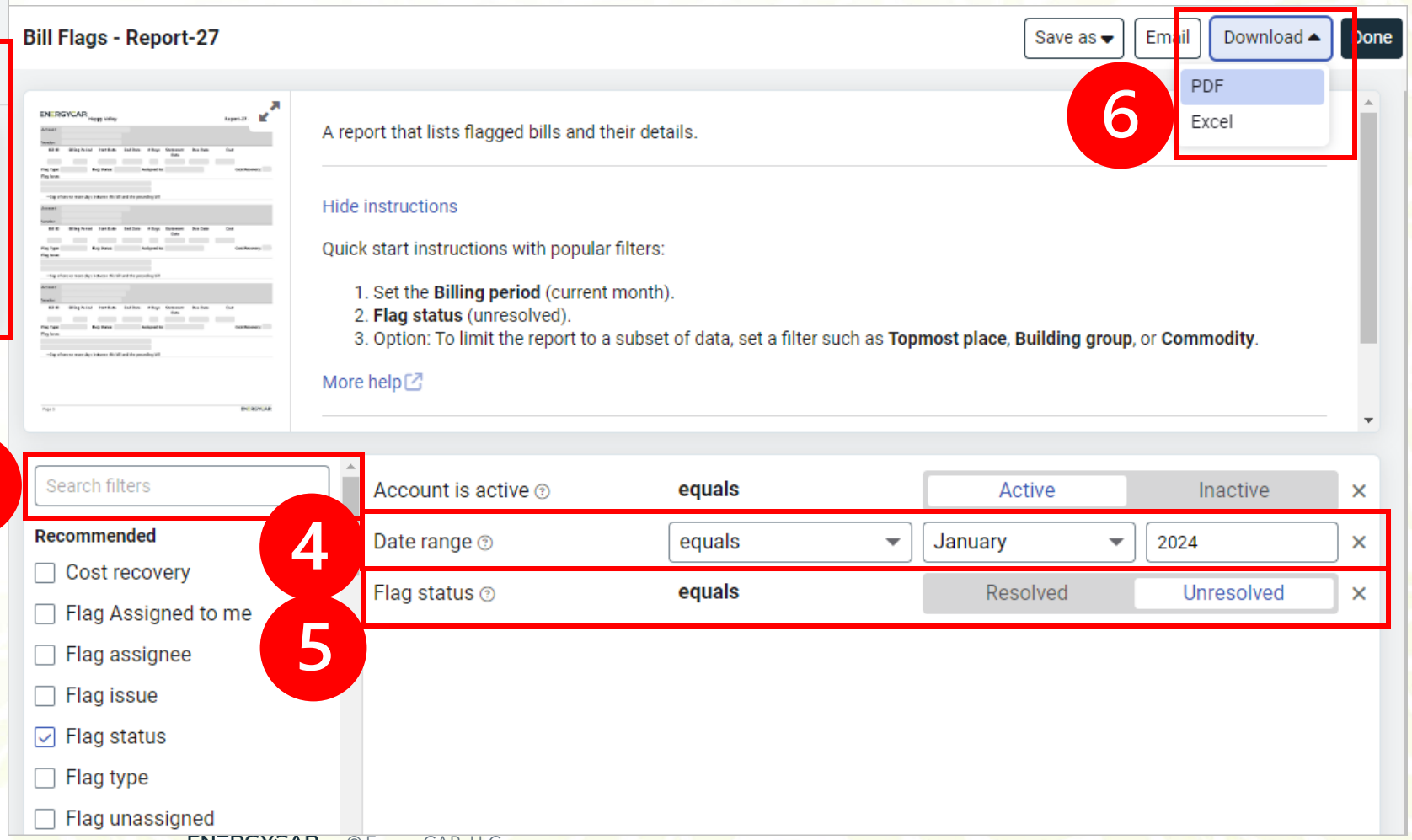
Hands-On Exercise #4: Report-27

Use the filters in **Report-27** to find flagged bills.





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Participation quiz

What are the **four** ways to view bill flags?

1. **Bill lists**
   Configure filters to view flagged bills.

2. **Flags tab**
   For accounts, cost centers, meters, buildings, and organizations.

3. **Dashboard widget**
   See flag types, issues, and assignees.

4. **Report-27**
   Generate a list of all bills and flag details.

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Wrap up

- ✓Bill Audits
- ✓Bill Flags
- ✓Identify and report on potential bill issues
- ✓Four ways to manage bills:
    1. Bill lists
    2. Flags tab
    3. Dashboard widget
    4. Report-27

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Questions?

I will be around all week to chat!

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And the winner is…

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CATALYST

Session survey

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