

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!

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

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**.



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**.



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.

Pop Quiz

What are the **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.

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**.

The screenshot shows the 'Audits' configuration window. At the top right are 'Cancel' and 'Save' buttons. The 'BILL ENTRY' section includes a 'Duplicate bill' option with the subtext 'Likely duplicate bill on account'. To the right of this is a selection area with three buttons: 'Skip', 'Flag' (highlighted with a red box and a red circle with the number 1), and 'Flag & Hold'. Below this, the 'Minimum bill total cost' is set to '\$ 100', with a red circle and the number 2 over the input field. The 'Default assignees' field contains 'Mary /' followed by a dropdown menu (highlighted with a red circle and the number 3) and a text input field.

Let's go into Utility Management

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



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

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.

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



Disable audits

✓ You can disable audits on specific accounts.

January 2023

Bill ID: 34671

1210 Grant Ave - ELE

0003 24195-801206

1210 Grant Ave, Happy Valley, PA 12345, United States

PA Gas Electric Co.

PGE

United States

Batch

202304

Account History

Timeline

Note

01/09/2023-02/08/2023

Jan 2023

\$23,294.57

12/07/2022-01/09/2023

Dec 2022

\$33,871.41

11/06/2022-12/07/2022

Nov 2022

\$23,544.58

10/06/2022-11/06/2022

Oct 2022

\$19,788.06

09/07/2022-10/06/2022

Sep 2022

\$20,932.96

Start

01/09/2023

End

02/08/2023

Days

30

Billing period

January 2023

Doc Brown Building-ELE01

DOC BROWN BUILDING-ELE01

Actions

Daily Use (Calendarized)

4,682.083 kWh

↓ 28.0%

Total Cost

Total Cost

\$

23294.57

Electric Usage

Use

154659 kWh

Meter Subtotal

154659 kWh

\$0.151 / kWh

\$

23294.57

More actions

Close

Approved

✓ Not Approved

Void

✓ Not Void

Held from Export

✓ Released for Export

Excluded from Accruals

✓ Included in Accruals

Stop Auditing Bills on this Account

Reverse...

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

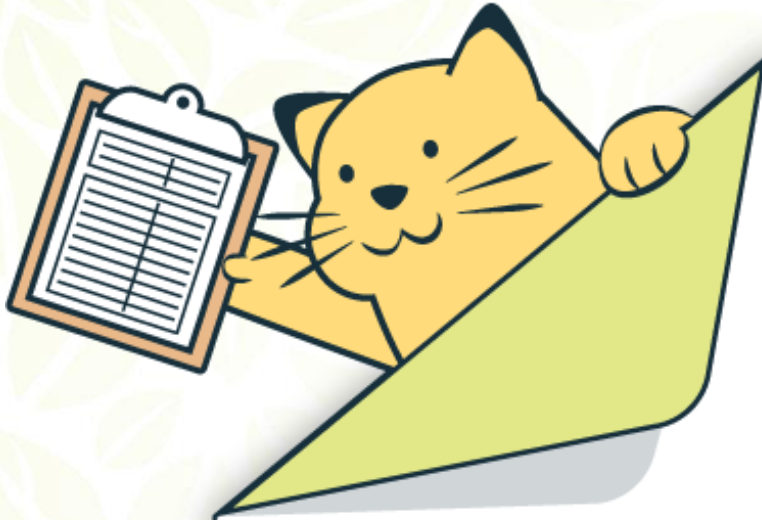


Let's go into EUM

- Demo EUM: Show Bill List – Flag Status Unresolved



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

Let's go into EUM

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



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**



Let's go into EUM

- Demo EUM: Dashboards module and bill flags widget



Hands-On Exercise #3: Dashboard widget



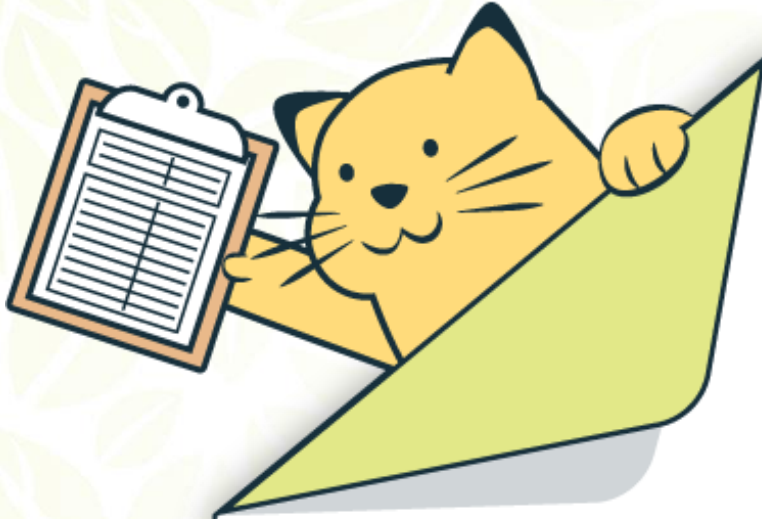
1. Select the **Dashboards Module**.
2. Select **Add Widget**.
3. Search for **Bill Flags** Widget
4. Select **Add**.
5. Enter a Widget **Title** and **add your own initials** (ex. *Flags to Investigate - LR*)
6. Set **View Data By** to either **Account, Building, or Meter**.
7. Select **Save**.

Let's go into EUM

- Demo EUM: Run Report-27



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**.

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.

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



Thank you!
Questions?

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.

OLD SLIDES

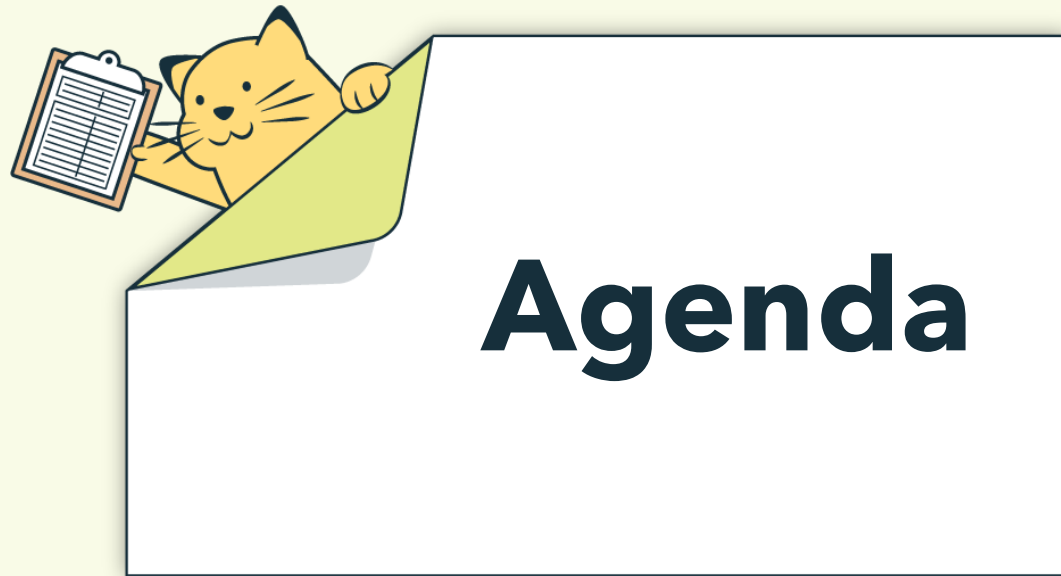
How do I know my bills are valid?



Lorenzo Reyes

Senior Project Manager
EnergyCAP





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

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**.



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.



Bill audits

^ **August 2023**

∨ Bill ID: 36897

 Audit Exception

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

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∨ Bill ID: 36451

 Audit Exception

-  • Multiple bills in the same billing period

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-  • Cost per day is higher than previous bills

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 Audit Exception

-  • Due date is before the end date of the bill
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∨ 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

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**.

The screenshot shows the 'Audits' settings window. At the top right are 'Cancel' and 'Save' buttons. Below is the 'BILL ENTRY' section. A dropdown menu 'Duplicate bill' is set to 'Likely duplicate bill on account'. To the right, three buttons are visible: 'Skip', 'Flag' (highlighted with a red box and a callout '1'), and 'Flag & Hold'. Below these, there are two input fields. The first is 'Minimum bill total cost' with a dollar sign icon, a callout '2' over the input field, and the value '100'. The second is 'Default assignees' with a callout '3' over the input field, which contains 'Mary /' and a clear button 'x'.

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.

Audit settings

Three categories of bill audits:

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

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1210 Grant Ave, Happy Valley, PA 12345, United States

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Account History

Timeline

Note

01/09/2023–02/08/2023	Jan 2023	\$23,294.57
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11/06/2022–12/07/2022	Nov 2022	\$23,544.58
10/06/2022–11/06/2022	Oct 2022	\$19,788.06
09/07/2022–10/06/2022	Sep 2022	\$20,932.96

Doc Brown Building-ELE01

DOC BROWN BUILDING-ELE01

Actions

Daily Use (Calendarized) 4,682.083 kWh

↓ 28.0%

Start

01/09/2023

End

02/08/2023

Days

30

Billing period

January 2023

More actions

Close

Approved

✓ Not Approved

Void

✓ Not Void

Held from Export

✓ Released for Export

Excluded from Accruals

✓ Included in Accruals

Stop Auditing Bills on this Account

Reverse...

Total Cost

Total Cost

\$

23294.57

Electric Usage

Use

154659 kWh

Meter Subtotal

154659 kWh

\$0.151 / kWh

\$

23294.57

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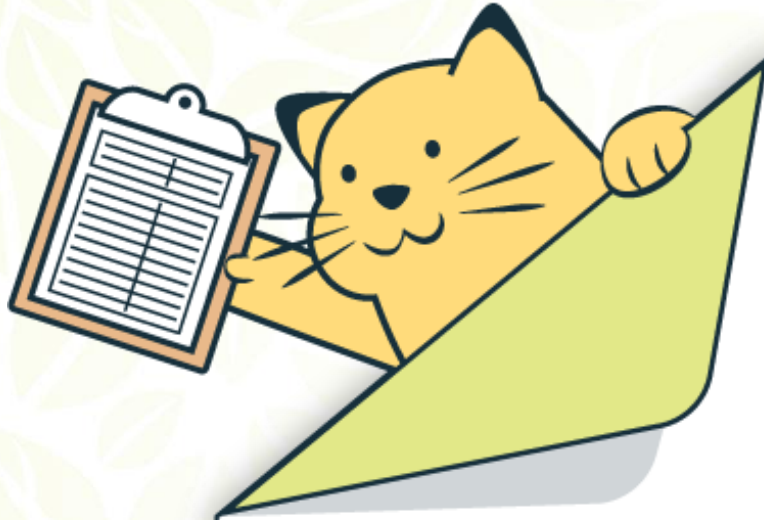
Hands-on exercises: Have your laptops ready!

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

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



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.

Bills list

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

The screenshot displays the EnergyCAP Bills list interface. On the left is a sidebar with navigation icons and a list of items including 'Bills', 'My Bill Lists', 'Bill Lists Shared with Me', 'City of HV - Unresolved F...', 'Estimated Bills from Vend...', 'Batches', 'Bill Imports', 'Bill CAPture', 'Manuals Log', 'Bill Export', 'Not Approved', 'Held from Export', 'Waiting to Export for Pay...', and 'Waiting for Export to GL'. Callout 1 points to the 'Bills' icon in the sidebar. Callout 2 points to the 'City of HV - Unresolved F...' item. Callout 3 points to the 'Unresolved Flags' dropdown menu. Callout 4 points to the 'Mar 2024' billing period in the table. Callout 5 points to the 'Flag Details' button in the right-hand panel.

City of HV - Unresolved Flags Shared Actions Enter New Bill

Flag type: **Unresolved Flags** Search flag types Search issues Search users Filters²

\$11,416.46 / 20 bills Columns Sort

<input type="checkbox"/> Billing Period ↓	Account Number	Bill Begin Date	Bill End Date	Total Cost	Bill Entry Date
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/24/2024	\$72.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
<input checked="" type="checkbox"/> Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024

March 2024 Audit Exception
Bill ID: 72915

- Likely duplicate bill on account
- Bill overlaps with another bill
- Multiple bills in the same billing period

360 Discovery Drive - FP WAT
H-2177-001-0
360 Discovery Drive, Boalsburg, PA 16827, United States

Account History Time Flag Details


SYSTEM 05/14/2024
Bill flagged as Audit Exception.

- Likely duplicate bill on account
- Multiple bills in the same billing period
- Bill overlaps with another bill

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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.

Flags Tab

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

1. Buildings & Meters sidebar icon

2. City Buildings [CITY_BUILDINGS] in sidebar

3. Bills button in top navigation bar

4. City Buildings [CITY_BUILDINGS] in top navigation bar

5. Audit Exception flag in table

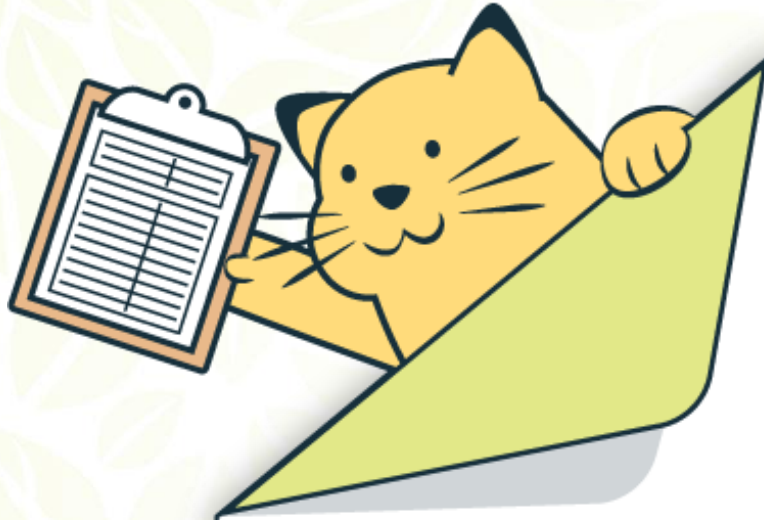
6. Bill is significantly shorter or longer than previous bills

Flag Create	Flag Type	Flag Assigned	Bill Cost	Start Date	End Date	Vendor	Account	Cost Recover	Flag Assigned	Flag Created
05/05/2024	Audit Exce...		\$0.00	05/08/2023	05/09/2023	National ...	1210 Fran...	\$0.00		SYSTEM
05/05/2024	Audit Exce...									
05/05/2024	Audit Exce...									
05/05/2024	Audit Exce...									
05/05/2024	Audit Exce...									
05/05/2024	Audit Exce...									
05/05/2024	Audit Exce...									
05/05/2024	Audit Exce...									

May 2023
Bill ID: 68997
Audit Exception

1210 Franklin Road - NG02
494343-7
1210 Franklin Road, Happy Valley, PA 12345, United States

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** (eg. *Flags to Investigate - LR*)
6. Set **View Data By** to either **Account, Building, or Meter**.
7. Select **Save**.

Dashboard Widget

The screenshot illustrates the steps to add a widget to a dashboard in the EnergyCAP interface. The process is guided by seven numbered red circles:

- 1**: Click the **+** icon in the top-left corner of the dashboard sidebar.
- 2**: Click the **Add Widget** button in the top-right corner of the dashboard.
- 3**: In the **Add Widget** modal, enter **flag** in the **Search by name or keyword** field.
- 4**: Click the **Add** button next to the **Bill Flags** widget card.
- 5**: The **Add Bill Flags Widget** configuration modal opens.
- 6**: In the configuration modal, check the **Assigned To** option under the **Recommended** filters.
- 7**: Click the **Save** button in the top-right corner of the configuration modal.

The **Add Bill Flags Widget** configuration modal includes the following fields and options:

- Title**: Flags to Investigate - LR
- Description**: (Empty text area)
- Search filters**: (Empty input field)
- Recommended**:
 - ☒ Assigned To
 - ☐ Bill Cost
 - ☐ Cost Recovery
 - ☐ Flag Assigned To
- Flag Status**: equals Resolved Unresolved
- View Data By**: equals * (Dropdown menu showing Account, Building, Meter)

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 2024**.
 5. **Flag Status** and **check the box** to add filter.
 - Select **Unresolved** to view unresolved bill flags.
6. Go to **Download** and select **PDF**.

Hands-On Exercise #4: Report-27

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

The screenshot displays the EnergyCAP Reports Library interface. On the left, a sidebar contains navigation options: Reports, Recent Reports, Recommended Reports, My Reports, Reports Shared with Me, Reports Library, and Contributions. A red circle with the number 1 highlights the Reports Library icon. A red circle with the number 2 highlights the Reports Library section. The main area shows the 'Bill Flags - Report-27' report. A red circle with the number 3 highlights the 'Search filters' input field. A red circle with the number 4 highlights the 'Recommended' filter list, which includes options like 'Cost recovery', 'Flag Assigned to me', 'Flag assignee', 'Flag issue', 'Flag status' (checked), 'Flag type', and 'Flag unassigned'. A red circle with the number 5 highlights the 'Flag status' filter, which is set to 'Unresolved'. A red circle with the number 6 highlights the 'Download' button, which has a dropdown menu showing 'PDF' and 'Excel' options. The report content area shows a table of flagged bills and a description: 'A report that lists flagged bills and their details.' Below the description, there are quick start instructions with popular filters: 1. Set the Billing period (current month). 2. Flag status (unresolved). 3. Option: To limit the report to a subset of data, set a filter such as Topmost place, Building group, or Commodity.

1

2

3

4

5

6

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.

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



Questions?
I will be around all week to chat!



And the winner is...

CATALYST



Session survey