

# How do I know my bills are valid?

CATALYST 





## Session 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
- Survey

# Bill Audits

Bill audits are powerful tools for data validation, examining utility bill data for accuracy and unusual patterns of use or cost.

Audits 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.

A bill can also be manually flagged by a user.



# Audit Settings

You can configure each bill audit individually to meet specific criteria.

**Audits**

CancelSave

**BILL ENTRY**

▼ Duplicate bill  
Likely duplicate bill on account

SkipFlagFlag & Hold

Minimum bill total cost

Default assignees

\$

Search for one or more users

› Repeat invoice number  
Invoice number is repeated on account

SkipFlagFlag & Hold

› Gap between bills  
Gap of two or more days between this bill and the preceding bill on the same account. Use Report-17 to find 1-day gaps.

SkipFlagFlag & Hold

› Overlapping bill  
Bill overlaps with another bill on the same account

SkipFlagFlag & Hold

# Audit Settings

Three categories of bill audits.

## **Bill entry**

Are focused on the basic elements of the bill and help to ensure accurate information is available for reporting and analysis.

## **Imported bills**

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

## **Outlier audits**

These audits use the same logic as Report-13 and help you to identify abnormal bills using bill history along with past and current weather data.

# Outlier Audits

These audits use quadratic regression models for use, cost, and demand.

Outlier audits do not run on meters that are attached to organizations.

Outlier audits run when chargeback bills are created. No other audits run for chargebacks during the create process.

- If you **edit** a chargeback bill and it fails **any** audit, it is flagged.

# Disable Audits

You can disable audits on specific accounts.

Actions ▲

Edit Account

Change Account Number

Stop Auditing Bills on this Account

Download Account Bills to Excel

Enter New Bill

1210 Grant Ave - ELE

000... not included in bill accruals

not auditing bills on this account

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

# Manage flagged bills

Four ways to view and manage flagged bills.

- Bill lists
- Flags tab
- Dashboard widgets
- Report 27





## Quick Filters

Quickly find unresolved or resolved flags.

- A red flag = unresolved
- A green flag = resolved

### Default Bill List

	Void	Batch status	Approved
All Bills ▼	Not filtered ▼	Not filtered ▼	Not filtered ▼
All Bills			
Unresolved Flags			
Resolved Flags			

# Quick Filters


## Hands-on exercise

1. In the Bills module, go to the **Default Bill List**.
2. Use the quick filter to find **resolved flags**.
3. Click and view one of the bills.
4. Review the **flag details** (by bill note).

# Flags Tab

Use the Flags tab from anywhere in the Accounting or Facilities tree.

**Facilities [FACILITIES]**

Actual DataCalendarized DataNormalized DataSavingsENERGY STAREnergy ProjectsSustainability ✦Properties**Flags** 

SummaryBills

Flag status

Flag type

Flag issue

Assignee

Unresolved

Choose

Choose

Choose

<input type="checkbox"/>	Flag Created ↓	Flag Type	Flag Assignee	Bill Cost	Start Date	End Date	Vendor	Account	Cost Re
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$1,185.98	02/17/2021	03/18/2021	National Well...	35 E Willow St...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$7,228.56	02/09/2022	03/10/2022	PA Gas Electri...	220 1st Ave - ...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$3,106.88	03/09/2022	04/07/2022	PA Gas Electri...	35 S Lincoln A...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$11,461.74	03/07/2022	04/05/2022	PA Gas Electri...	2610 Valley Bl...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$40.39	03/10/2022	04/08/2022	PA Gas Electri...	818 SW 4th A...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$2,175.47	03/10/2022	04/08/2022	PA Gas Electri...	818 SW 4th A...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$1,164.35	03/10/2022	04/08/2022	PA Gas Electri...	260 SW 3rd A...	
<input type="checkbox"/>	⊕ 06/09/2022	Audit Exception		\$2,812.80	03/10/2022	04/08/2022	PA Gas Electri...	440 Welch St ...	

# Flags Tab

## Hands-on exercise

1. In the Buildings and Organizations module.
2. Go to the **City Buildings** organization
3. Click on the **Flags** tab.
4. Note the Total Flagged Bills at the top of the page.
5. Click on a meter from the list.
6. Click on a bill, review the flag information and resolve the flag.

# Dashboard and Widgets

You can configure and add widgets to a dashboard.

### Add Bill Flags Widget

CancelSave

Title

\*

Description

Search filters

Recommended

☐ Assigned To Me

☐ Bill Cost

☐ Cost Recovery

☐ Flag Assigned To

☐ Flag Issue

☐ Flag Type

Optional

☐ Building Group

Flag Status

View Data By

equals

View Data By

equals

Resolved

Unresolved

\*

# Dashboard and Widgets

## Hands-on exercise

1. In the Dashboards module click on **SAMPLE: Utility Bill Accounting** (or create a new Dashboard).
2. Add the **Flags** widget, add and set filters.
3. Add your initials to the name of the widget.
4. View dashboard after everyone adds a widget.

# Report 27

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

ENERGYCAP  
Happy Valley

Report 27 - Bill Flags

Account:

Bill ID:

Billing Period:

Start Date:

End Date:

# Days:

Statement Date:

Due Date:

Cost:

Flag Type:

Flag Status:

Assigned to:

Cost Recovery:

• Skip if one or more days between this bill and the preceding bill

Account:

Bill ID:

Billing Period:

Start Date:

End Date:

# Days:

Statement Date:

Due Date:

Cost:

Flag Type:

Flag Status:

Assigned to:

Cost Recovery:

• Skip if one or more days between this bill and the preceding bill

Account:

Bill ID:

Billing Period:

Start Date:

End Date:

# Days:

Statement Date:

Due Date:

Cost:

Flag Type:

Flag Status:

Assigned to:

Cost Recovery:

• Skip if one or more days between this bill and the preceding bill

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A report that lists flagged bills and their details.

Hide instructions

Quick start instructions for 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**.

More help

Updated 07/29/2021, Version 10

Search filters

Recommended

☐ Cost Recovery

☐ Flag Assigned to me

☐ Flag Assignee

☐ Flag Issue

☐ Flag Status

☐ Flag Type

☐ Flag Unassigned

Optional

☒ Account is Active

☐ Account Name

Account is Active

equals

Active

Inactive

Bill is Void

equals

Void

Not Void

Chargeback Bill

equals

Yes

No

# Report 27

## Hands-on exercise

1. In the Reports module.
2. Select **Report 27 - Bill Flags**.
3. Review the instructions at the top.
4. Set the filters and run the report.



# Report 13

## Hands-on exercise

1. In the Reports module.
2. Select **Report 13 - Bill Analysis**.
3. Review the instructions at the top.
4. Set the filters and run the report.

# Wrap up

Bill Audits

Bill Flags

Identify and report on potential  
bill issues



# Questions?

I will be around all week to chat!

# Session Survey

[conferences.energycap.com/surveys](https://conferences.energycap.com/surveys)

