

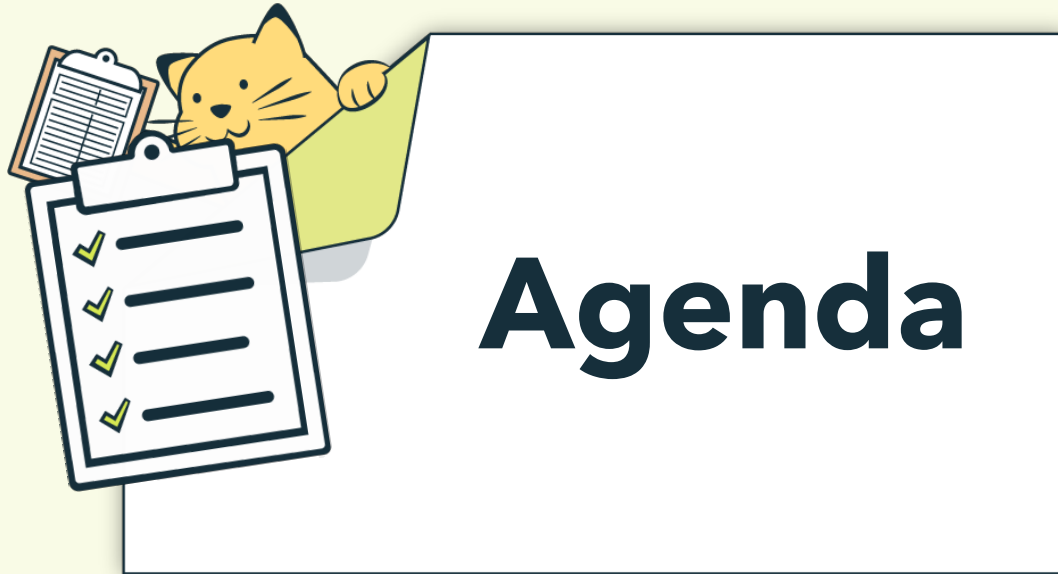
# CAPture Bill and Interval Data Smartly



**John Heinz**

VP, Strategic Accounts // EnergyCAP

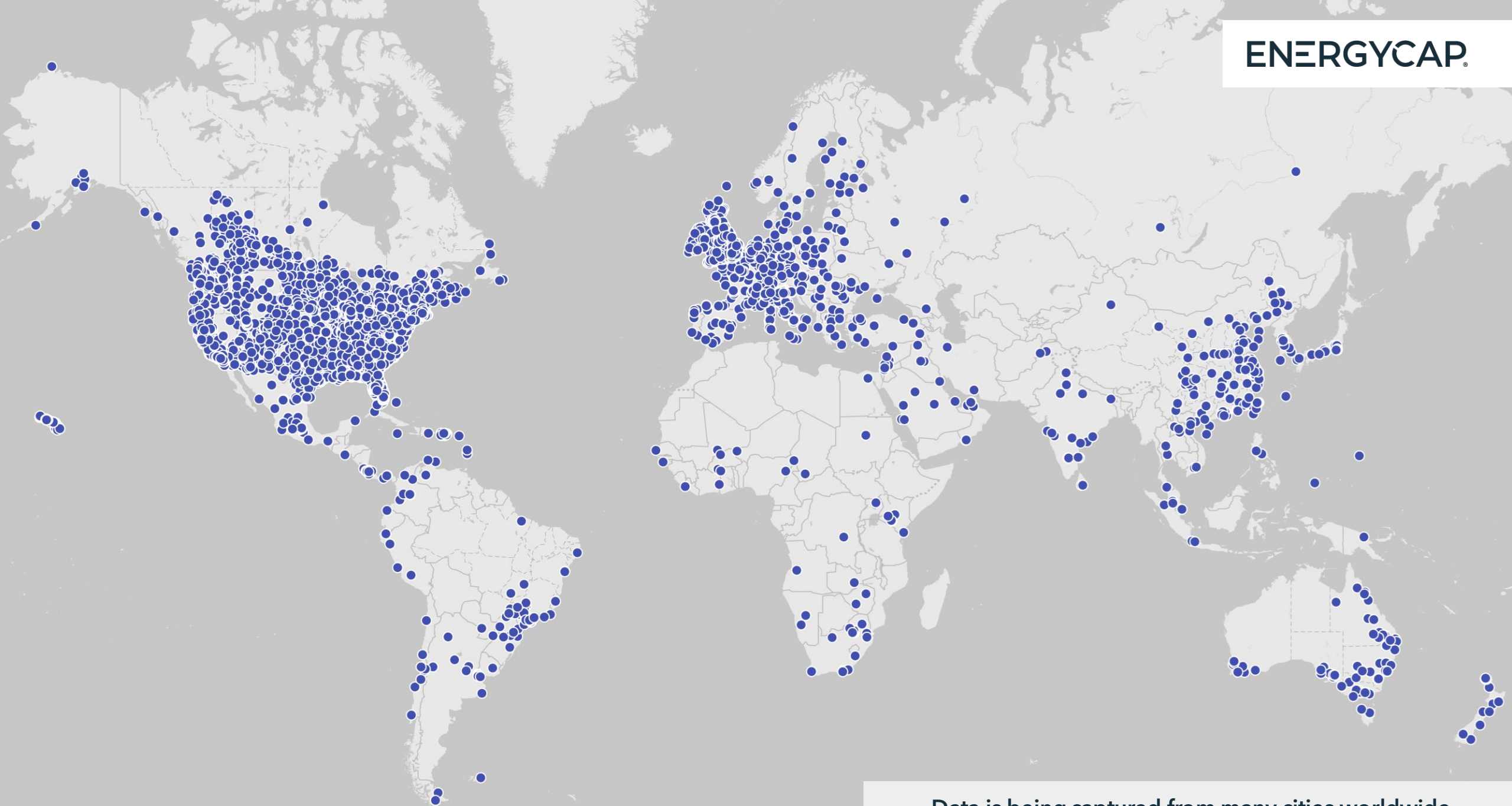




# Agenda

- ✓ What data is valuable to track
- ✓ Single source of truth of data
- ✓ Myth vs Reality
- ✓ Data capture services
- ✓ 7 lessons in data processing

ENERGYCAP.



Data is being captured from many cities worldwide

# Energy and Sustainability data is key to driving savings



**10K+**

Energy and  
sustainability users



**\$20B+**

Worth of vendor bills  
tracked annually



**\$500M+**

Verified annual  
energy savings



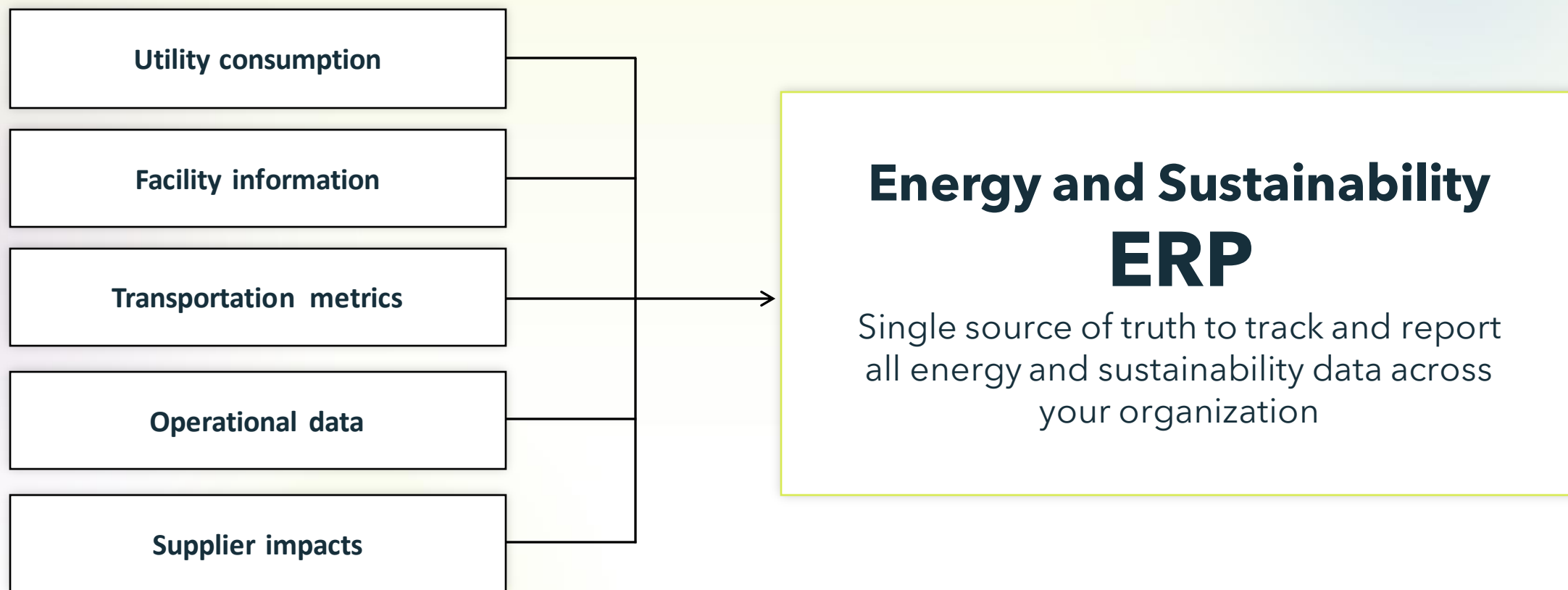
Client energy and  
sustainability data

→ **ENERGYCAP.** →



Manage consumption,  
reduce carbon, and  
drive savings

## Measure what matters // The single source of truth



## Energy and sustainability information

Utility vendor and account data

Vendor utility bills

BAS/EMS smart meter data

On-site generation

Sustainability data

# ENERGYCAP®

## Informative and actionable data



### Energy Management

- Weather normalization
- EUI-energy utilization index
- Public dashboards and maps
- Benchmarking
- Performance vs targets
- M&V cost avoidance
- ENERGY STAR interface
- Project tracking
- Custom fields



### Utility Bill Accounting

- Automated bill entry & import
- Bill audits and flags
- Internal use & cost allocations
- AP or GL export
- Budgets
- Accruals
- Advanced workflows and approvals
- Vacant cost recovery
- Bill splits and formulas



### Building Operations

- Manage on-site generation and distribution
- Smart meter interval data
- Indoor air quality monitoring
- Heatmaps
- Alarms and alerts
- Machine learning Sentinel trends
- Schedule and operations optimization
- Power usage effectiveness (PUE)

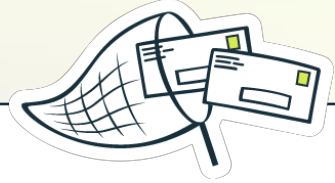


### Sustainability

- Streamlined carbon management
- Automatic GHG conversions
- Library of international factors
- Custom factor flexibility
- Scope 1, 2, and 3 reporting
- Track RECs and offsets
- Industry leading compliance



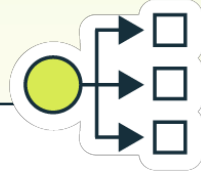
# Data journey to give you value



## Capture

Gain timely access to accurate and reliable energy and sustainability information.

- Utility bill entry and import
- Capture, map, and import via Bill CAPture<sup>SM</sup> or UIDI
- API integrations
- Data formats: paper, PDF, XLS, CSV, TXT, XML, EDI, and more
- Connect to meters, BAS, SCADA, other systems



## Allocate

Recoup energy use and costs from tenants, spaces, or departments.

- Rebill costs using sub-meter data, formulas, and split calculations
- Target and track usage, cost, and carbon from measurable or calculated points.
- Get as granular as you need



## Analyze

Identify outliers in your data and focus on the areas of operation with highest impact.

- Utility bill auditing
- Energy benchmarking
- Measurement and verification
- Energy use intensity (EUI)
- Integrated charts and graphs
- Powerviews
- Heatmap



## Report

Distribute meaningful information to your team members and stakeholders in a streamlined and automated way.

- Library of standard reports
- Configurable reports and dashboards
- Automated ENERGY STAR submission
- Business intelligence integration
- Bill accruals and forecasting

# Myth vs Reality



## **Myth vs. reality:** Data acquisition is NOT easy

Utility bills have gotten easier to handle

Utilities have APIs

Utility companies provide easy access to electronic files

Smart meters provide easy means of communication and data access

Green Button is a 'game changer'



**Green Button**

Download my data

Difficult to identify sources

Availability of desired formats

Timeliness of delivery

Automated vs manual acquisition

Complexities of data exchanges, formats, and communication protocols

Restrictions of processes

Cumbersome and redundant workflow processes

**Distracts you from energy management and sustainability activities**

# Some options are meant to help

## Summary Bills


Many accounts tied to a master

Easy and quicker to pay, but...


Consolidated charges, Supply vs Distribution

Bill charges, Account vs Meter

Rebills and corrections

  
An Exelon Company  
Page 1


**Name:** CITY OF PHILADELPHIA DEPT WLS  
**Account Number:** 99185-01605  
**Phone Number:** 686-4409  
**Issue Date:** 08/30/2023

**Emergency and Repairs**  
 **800-841-4141**  
This is the number to call to report power outages, gas leaks or odors, and safety hazards related to PECO Equipment.

**PAYMENT SUMMARY - MASTER ACCOUNT 99185-01605**

Acct Number/Acct ID	Service Address	Service Dates	Total Amount Due	Amount Paid
UNREBILLED 0024A	6000 GERMANTOWN AV PHILADELPHIA	FROM 08/01/23 TO 08/29/23	\$0.00	
UNREBILLED 0026A	711 S BRAD ST ENG #2 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$0.00	
UNREBILLED 0045A	301 N 4TH ST ENG #6 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$0.00	
UNREBILLED 0055A	1325 W CAMBERLA ST ENG #10 PHILADELPHIA	FROM 08/01/23 TO 08/30/23	\$1,091.20	
UNREBILLED 0025A	7818 FRANKFORD AV ENG #36 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$990.31	
UNREBILLED 0049A	400 W LORAIN AV ENG #28 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$1,177.46	
UNREBILLED 0057A	1332 KESSING SUN AV ENG #63 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$512.97	
UNREBILLED 0056A	ENG 31 4208 KESSE AVE PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$1,142.87	
UNREBILLED 0065A	300 E CHELTON AV ENG #19 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$1,189.47	
UNREBILLED 0022A	ENG 7 3780 KENSINGTON AVE PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$3,503.67	
UNREBILLED 0022A	3420 HANFORD AV ENG #44 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$737.69	
UNREBILLED 0031A	276 SPRING GARDEN ST PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$7,680.96	
UNREBILLED 0066A	2420 N 2ND ST ENG #2 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$1,541.30	
UNREBILLED 0062A	NEW ENGLAND 18 4011 MADISON AVE PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$1,613.35	
UNREBILLED 0062A	7718 KESSE AV ENG #68 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$555.35	
UNREBILLED 0064A	400 DAYTON AV ENG #13 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$170.36	
UNREBILLED 0061A	2601 WELLSIDE ST ENG #6 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$1,001.41	
UNREBILLED 0029A	1212 ONE LANE AVE ENG #63 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$683.56	
UNREBILLED 0039A	2525 W YORK ST ENG #45 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$942.31	
UNREBILLED 0032A	7109 GUNITE AV ENG #75 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$806.68	
UNREBILLED 0037A	200 WASHINGTON AV ENG #5 PHILADELPHIA	FROM 07/31/23 TO 08/29/23	\$546.15	

When paying in person, please bring the entire bill.

  
An Exelon Company

☐ **Enroll in Automatic Payment.**  
Complete form on reverse side.

☐ **Pledge a donation to MEAF.**  
Complete form on reverse side.


**To pay by phone call 1-877-432-9384.**  
**A convenience fee will apply.**

0000009 SL H 9670 19107 -C01-B2-P00000-I1

Account Number  
[REDACTED]

Payment Receipt Stamp

CITY OF PHILADELPHIA DEPT WLS  
[REDACTED]  
[REDACTED]



Payment Amount  
[REDACTED]

# Some options are meant to help

## Vendor Websites

Access to PDF and flat files

Login to utility websites and download data

Accounts are not consolidated, unique login per account

Bill data is generally summarized and doesn't provide all line items

Some post interval data, some don't, some charge fees for it

Minimal analysis tools

The screenshot displays a utility website interface with a 'Welcome' header. On the left, the 'Log In' section includes a user icon, a 'Log In' title, and input fields for 'Username' and 'Password'. A 'Forgot Username or Password?' link and a blue 'LOG IN' button are also present. On the right, the 'Pay as a Guest' section features a wallet icon, a title, and text explaining guest payment options (bank draft, credit cards, Apple Pay, Google Pay) and a disclaimer about account status visibility. A '\* Service fees apply' note is at the bottom. Overlaid on the bottom right is a 'Download my data' modal window with a 'CLOSE' link. This modal has two columns: 'Time Period' and 'Format'. Under 'Time Period', there are three radio button options: 'Export all bill totals', 'Export usage for a bill period' (which is selected), and 'Export usage for a range of days'. The 'Export usage for a bill period' option has a dropdown menu showing 'Since your last bill: Sep 13, 2'. The 'Export usage for a range of days' option has 'From' and 'To' date pickers set to '09/03/2023' and '10/03/2023' respectively. Under 'Format', there are two radio button options: 'CSV' (selected) and 'XML'. A note states 'XML format is not available for bill period.' At the bottom of the modal are 'CANCEL' and 'EXPORT' buttons.

# Some options are meant to help

## EDI 810

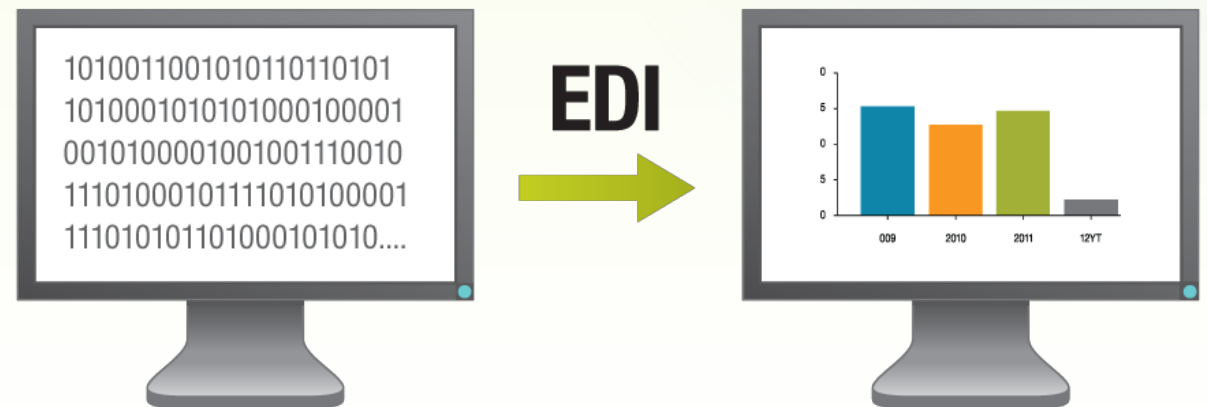
Launched in the mid-90's as a US Dept of Commerce initiative

With deregulation in late 90's utility priorities changed, and billing became more complex

Cost and technical challenges to implement EDI

EDI is different in parts of the world

Partially bypassed by OCR, web scraping, flat files (Green Button), and PDFs



# Utility bills haven't become simpler or easier to understand

Legacy billing systems

Laws mandate new fees and surcharges

Customer choice options complicate bill design and presentation

Additional complexities with net metering and renewables

No standardization bill line-item naming conventions



# Utility bills still have many cost recovery opportunities



**Rate schedule optimization** - Many electric accounts can save money on cheaper rates. Why are many accounts on a more expensive rate? New rates are available that didn't exist when the account was established. Building loads have changed; the building now qualifies for better rates.



**Account ownership** - The building changed ownership, but the utility account wasn't updated to the new owner.



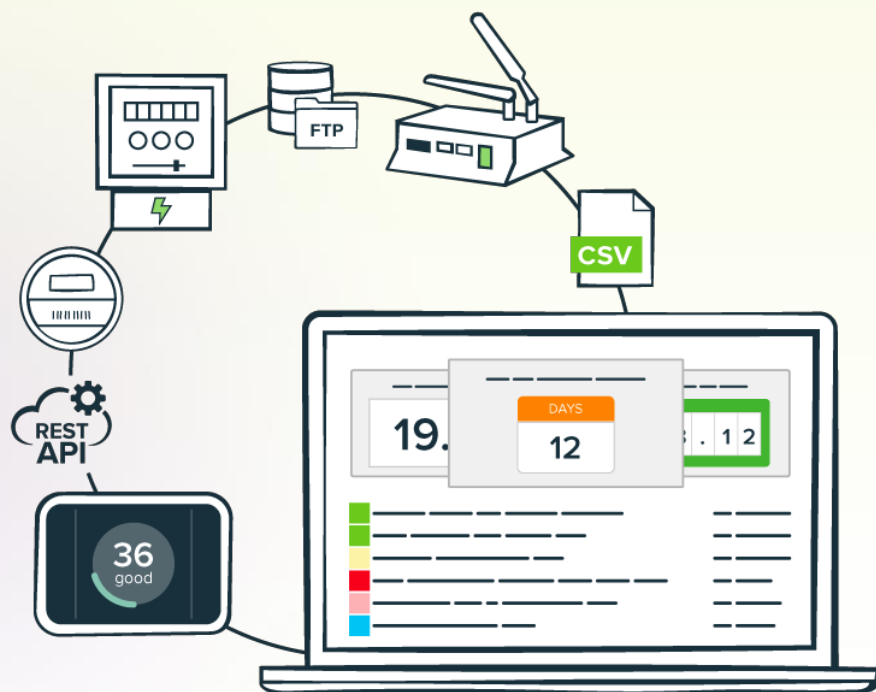
**Meter multiplier** - The wrong multiplier or unit of measure is being used by the utility's billing computer.



**Taxes and fees** - An exempt account is charged for taxes and fees.



# Connecting to 'smart' hardware and systems is not simple



Connectivity to hardware and systems

Changing landscape of communication protocols

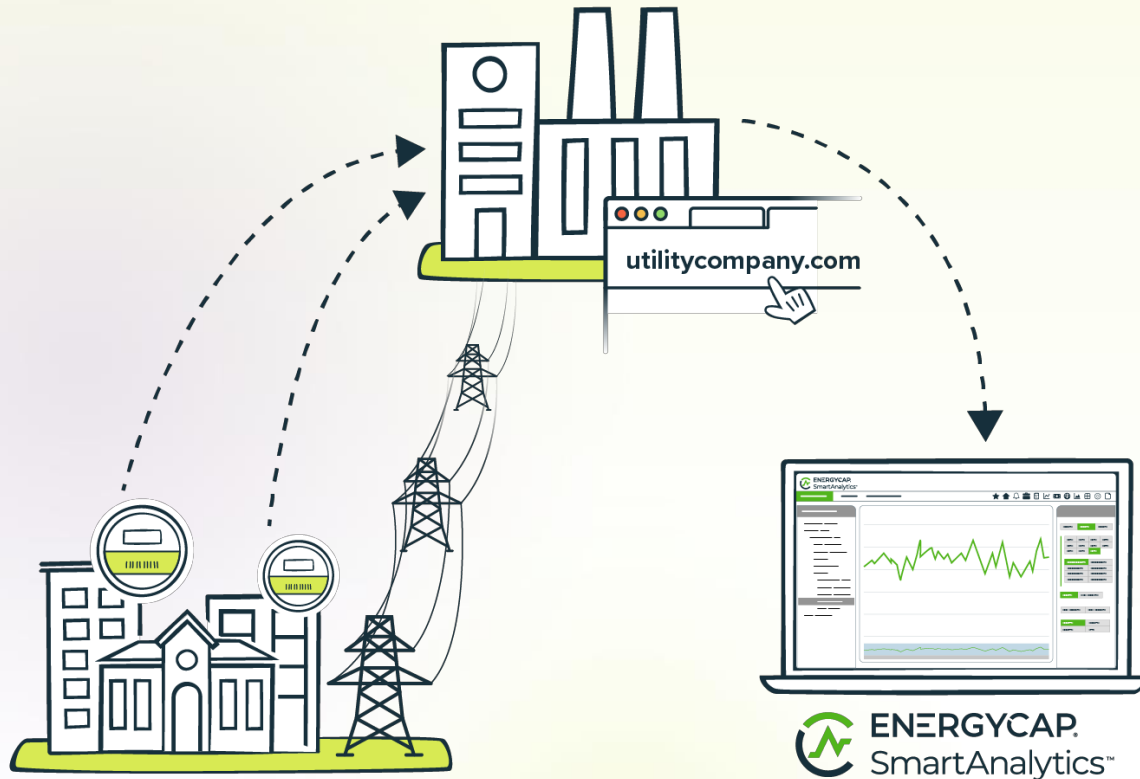
Restrictions in connectivity and access

Programming and technical skills are typically required

Installation can be a barrier

# **Enter: Data Capture Services**

# Utility interval data integration “UIDI”



Get interval data from utility smart meters

Uses login credentials

Nightly download of prior day's data

Tends to be 15 minute or hourly

~**150** current vendors supported worldwide, more can be added

Requirements: installed vendor smart meter, access to files on vendor website, MFA is turned off

Removes complications of hardware installation and connectivity

# Partnerships with hardware vendors

EnergyCAP is hardware agnostic

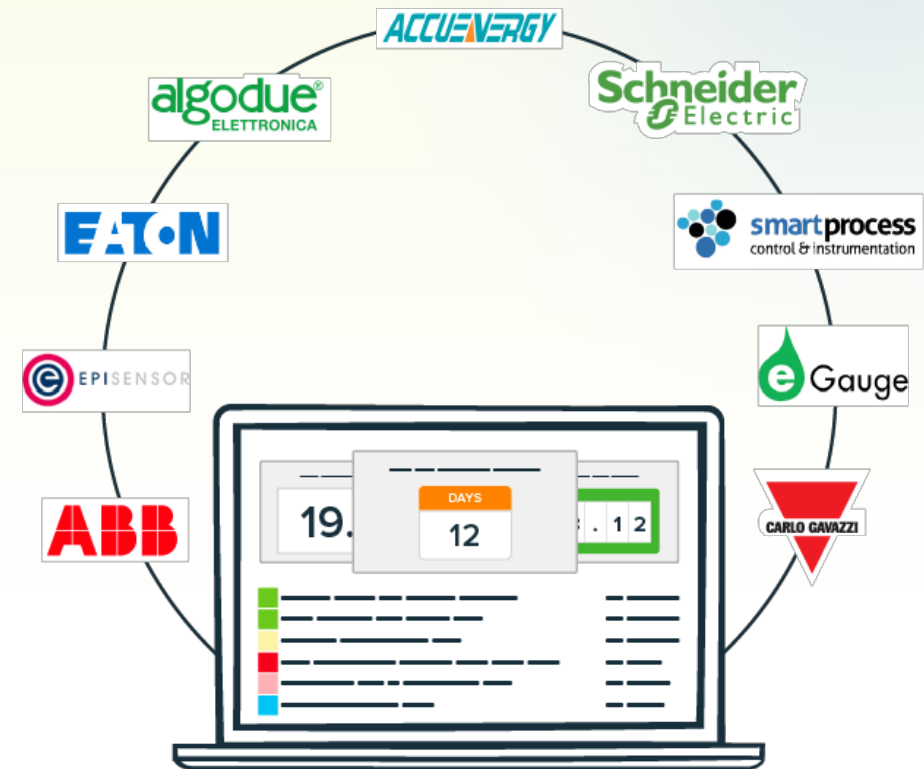
Remove the guesswork of formatting and connectivity

Many options available to meet your monitoring needs

“Plug and Play” ready

Options for meters, sensors, and gateways for communication

Options for communication protocols (BACnet, Modbus, etc.)



## Partner spotlight // Accuenergy



Power Meters

Current Transformers

Communications-Gateways

Panels

**<http://www.Accuenergy.com>**



## Partner spotlight // Episensor



Gateways

Demand Response Controllers

Electricity Monitor

Wireless Signal Sensor

Wireless Temperature Sensor

**<http://www.Episensor.com>**



# Systems integrations

## Methods

Built by EnergyCAP, clients, or third-parties

- File exchanges
- APIs
- Automation

## EUM and ESA API Platform

Robust resources available for developers to extend EnergyCAP features and integrate additional systems

Dedicated developer website:  
<https://developer.energycap.com>  
<https://developers.wattics.com>

## Integrations

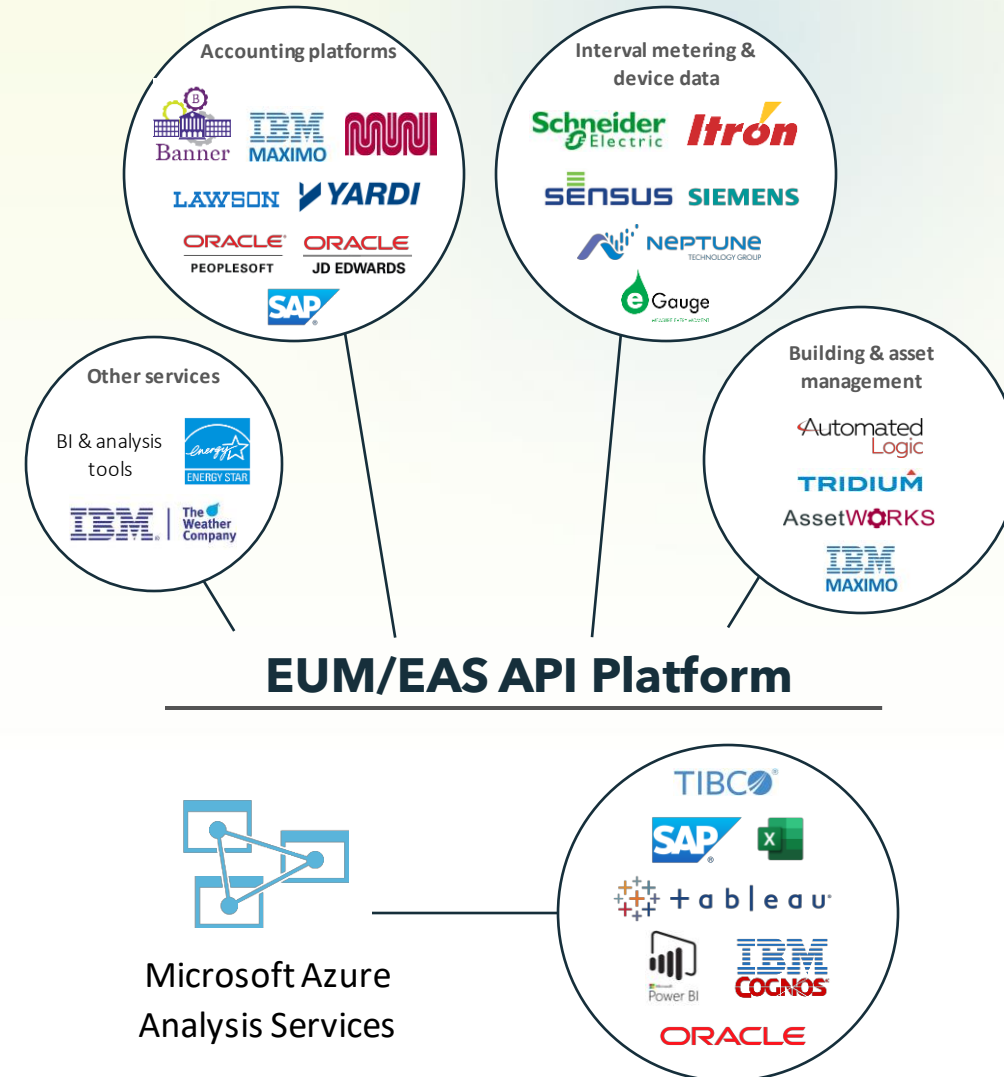
Business-critical integration services

- Accounting systems (AP, GL)
- Interval data from private/public metering systems
- Property and asset management
- Building management systems

## Additional integration services

ENERGY STAR  
submission/reporting features

Business intelligence and  
reporting add-on

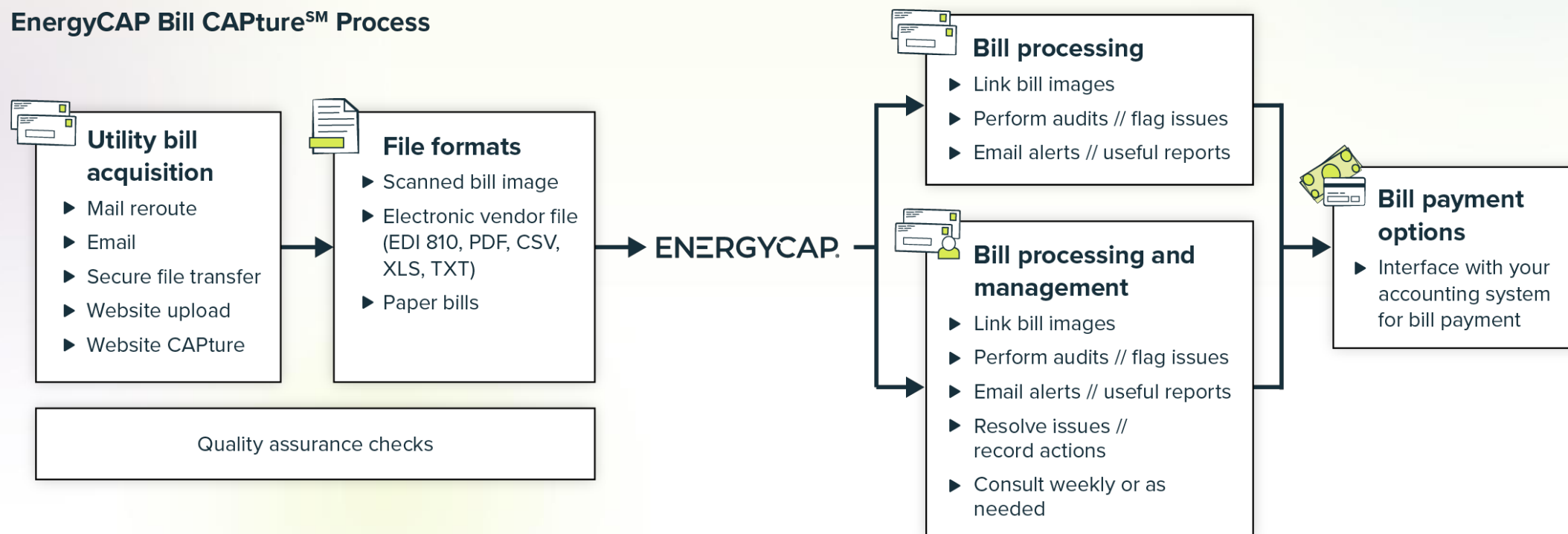


# Bill CAPture<sup>SM</sup>

Capture utility bill data and convert it into important energy cost and consumption information.

We do the work for you to collect, interpret, process, and enter utility bills into EnergyCAP.

## EnergyCAP Bill CAPture<sup>SM</sup> Process



## Bill CAPture<sup>SM</sup> services history

Original offering was bill imports (xls, txt, EDI 810)

Leverage OCR and other technologies since 2009

130K+ utility bills processed per month including

- >40% EDI bills per month

- >45% PDF bills per month

- >70 commodities (electric, natural gas, waste, telecom, etc.)

4K+ unique worldwide vendors' bills processed monthly

200+ organizations utilize this service

Customer volumes range from 100 bills per month to more than 30K

# Service levels and formats





















## Service levels (pre or post pay)

Number of annual bills “transactions”

Acquisition methods




Bill formats

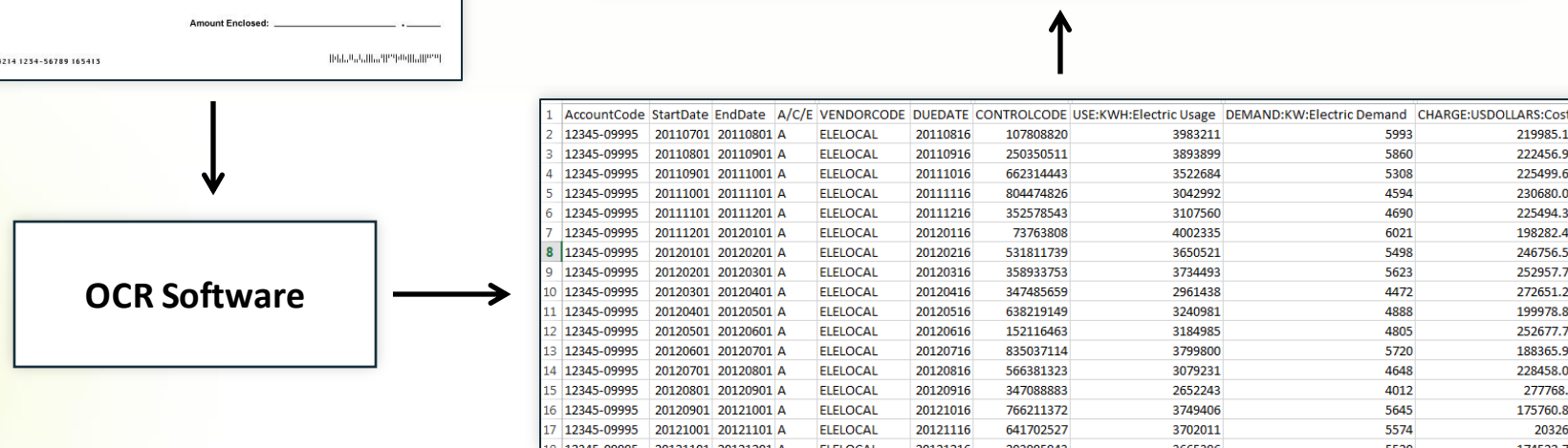
Workflow considerations

Trait	Paper	PDF	Flat files	EDI 810
Data richness				
Processing speed				
Automation ability				
Vendor ability				
Processing cost				

 = Pro    = Con    = Variable

## Mail Reroute

<div>  <div> <div>1400 N Lincoln Ave - ELE</div> <div>1635011000</div> <div>1400 N Lincoln Ave, Happy Valley, PA 12345, United States</div> </div> </div>	<div>  <div> <div>PA Gas Electric Co.</div> <div>PGE</div> <div>United States</div> </div> </div>	<div> <div>Batch</div> <div>20230126_BILLCAPTURE</div> </div>																																																				
<div> <div>Account History</div> <div>Timeline</div> <div>Note</div> </div> <table> <tr> <td>11/01/2022–12/02/2022</td><td>\$8,194.39</td></tr> <tr> <td>10/03/2022–11/01/2022</td><td>\$6,643.59</td></tr> <tr> <td>09/01/2022–10/03/2022</td><td>\$7,495.63</td></tr> <tr> <td>08/03/2022–09/01/2022</td><td>\$7,604.47</td></tr> <tr> <td>07/05/2022–08/03/2022</td><td>\$7,196.44</td></tr> </table>	11/01/2022–12/02/2022	\$8,194.39	10/03/2022–11/01/2022	\$6,643.59	09/01/2022–10/03/2022	\$7,495.63	08/03/2022–09/01/2022	\$7,604.47	07/05/2022–08/03/2022	\$7,196.44	<table> <tr> <td>Start</td><td>End</td><td>Days</td><td>Amount due</td></tr> <tr> <td>11/01/2022</td><td>12/02/2022</td><td>31</td><td>\$8,194.39</td></tr> </table> <table> <tr> <td>Billing period</td><td>Due date</td><td>Statement date</td><td>Control code</td></tr> <tr> <td>November 2022</td><td>12/27/2022</td><td>12/02/2022</td><td>sample</td></tr> </table>	Start	End	Days	Amount due	11/01/2022	12/02/2022	31	\$8,194.39	Billing period	Due date	Statement date	Control code	November 2022	12/27/2022	12/02/2022	sample																											
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<div> <div>  <div> <div>City Hall-ELE01</div> <div>CITY HALL-ELE01</div> </div> </div> <div> <div> <div>Daily Use (Calendarized)</div> <div>2,626.400 kWh</div> </div> <div> <div>↑ 42.2%</div> </div> </div> <div> <div> <div>Daily Cost (Calendarized)</div> <div>\$263.75</div> </div> <div> <div>↑ 40.2%</div> </div> </div> </div> <div> <div>Actions</div> </div>	<table> <tr> <td>Basic Charge</td><td></td><td></td><td></td></tr> <tr> <td>Customer Charge</td><td></td><td>\$</td><td>45.00</td></tr> <tr> <td>System Usage Charge</td><td></td><td></td><td></td></tr> <tr> <td>Info_Use</td><td>81600 kWh</td><td>\$</td><td>819.26</td></tr> <tr> <td>Off-Peak Usage</td><td></td><td></td><td></td></tr> <tr> <td>Off Peak Use</td><td>27600 kWh</td><td>\$</td><td>917.42</td></tr> <tr> <td>On-Peak Usage</td><td></td><td></td><td></td></tr> <tr> <td>On Peak Use</td><td>54000 kWh</td><td>\$</td><td>2604.96</td></tr> <tr> <td>Generation Demand Charge</td><td></td><td></td><td></td></tr> <tr> <td>Generation Billed Demand</td><td>185 kW</td><td>\$</td><td>865.80</td></tr> <tr> <td>Off-Peak Demand</td><td></td><td></td><td></td></tr> <tr> <td>Off Peak Demand</td><td>231 kW</td><td>\$</td><td>0.00</td></tr> <tr> <td>Total Cost</td><td></td><td>\$</td><td>8194.39</td></tr> </table>	Basic Charge				Customer Charge		\$	45.00	System Usage Charge				Info_Use	81600 kWh	\$	819.26	Off-Peak Usage				Off Peak Use	27600 kWh	\$	917.42	On-Peak Usage				On Peak Use	54000 kWh	\$	2604.96	Generation Demand Charge				Generation Billed Demand	185 kW	\$	865.80	Off-Peak Demand				Off Peak Demand	231 kW	\$	0.00	Total Cost		\$	8194.39	
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## Solution option // Website CAPture

Thousands of supported vendors

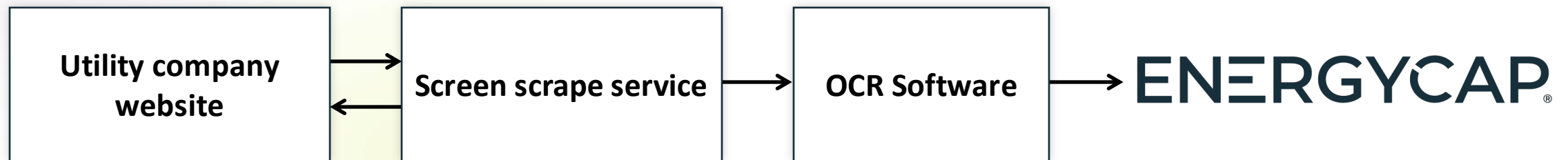
Login using credentials

Download PDF

Longer SLA

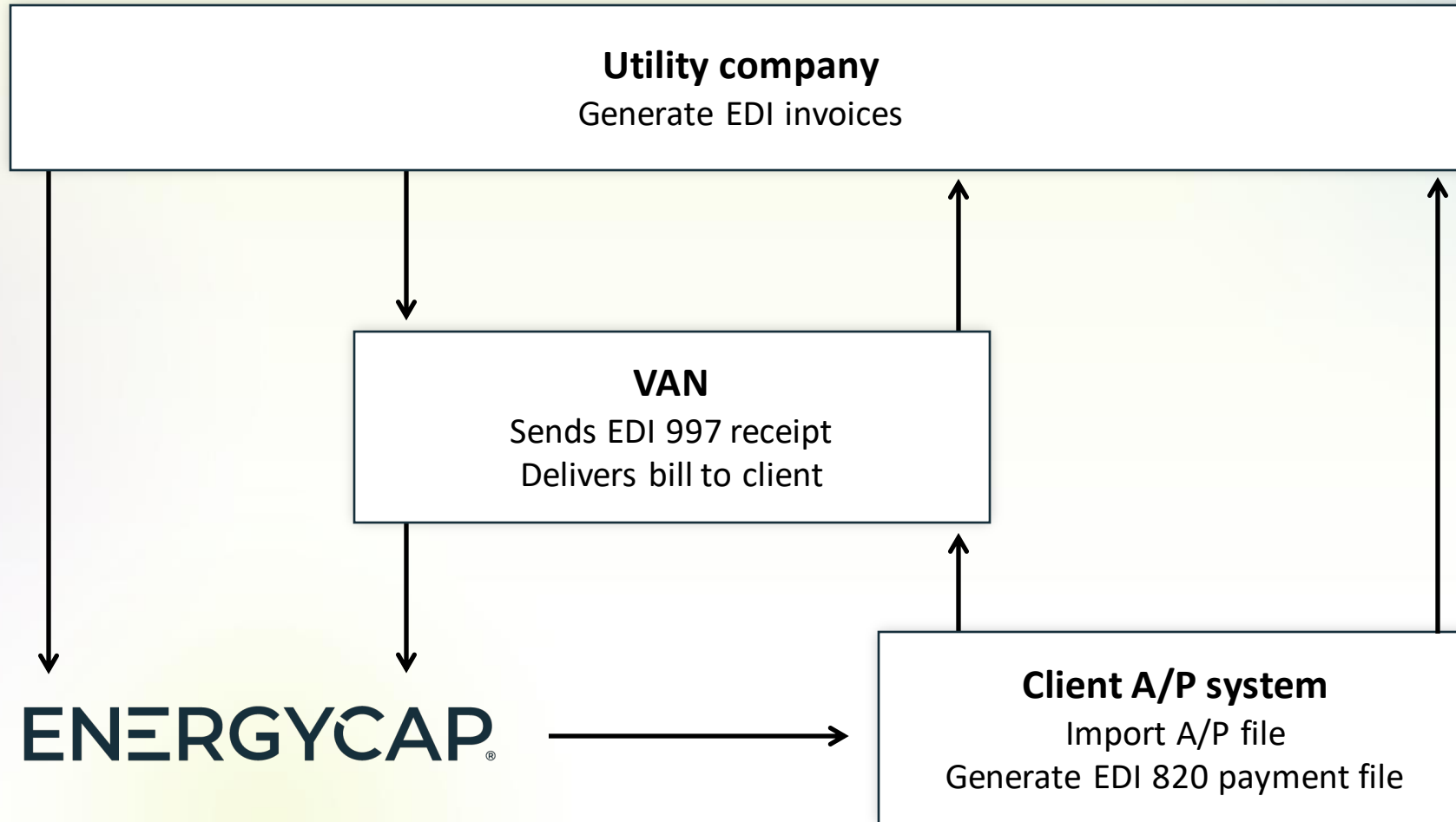
Considerations for dual authentication and CAPTCHA

~ **14,000** supported utility vendors worldwide

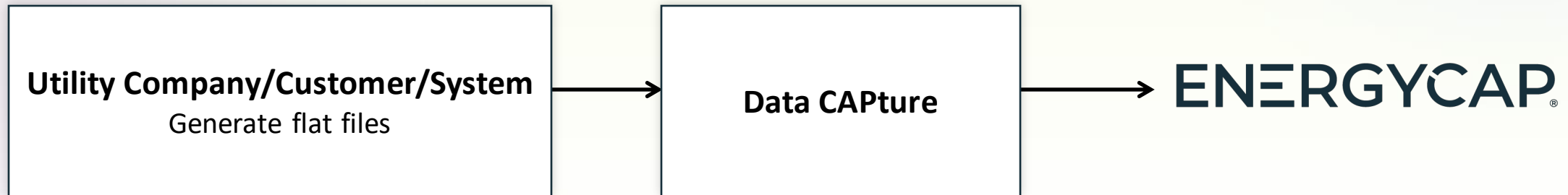




## Solution option // EDI 810



## **Solution option** // Flat File Import



# **7 Lessons learned over 40 years of data processing**

# EnergyCAP's Mission

Help clients derive value from energy information through technology-based solutions.

**Accurate, accessible, and timely energy information.**



# 1. Outsourcing saves time

Takes time to capture bill details, disruptive to bill payment activities

Typical accounting departments and systems don't identify errors or capture the detailed cost and usage on utility bills

Nature of utility bills cause delays, late fees, cumbersome processing

## Processes include:

- Incoming mail: receive, open, sort, distribute
- Pre-data entry processing: verify invoice details (names/locations), assign GL codes, assign tax and surcharges, establish batch totals
- Data entry processing: key data, verify data, make necessary data updates, research and reconcile exceptions (errors, duplicates, past due, balance forward, rebills)
- Provide data to energy management

Saves **40+**  
**hours/month**

No longer **manually**  
**entering bills**

Bill CAPture service  
**frees up time to**  
**focus on more**  
**important job**  
**functions**

## 2. We're human, and software helps catch our errors

The most common source of savings are billing errors. Utility companies are not perfect, and mistakes do happen.

All too often, accounting personnel prioritize on-time payment over verifying a bill's accuracy.

**1 of 16**

bills are flagged  
as possible issues

**55%**

of flagged bills  
result in action

**35,000+**

cases of systemic  
estimated bills

**~100,000**

duplicate bills  
have been flagged

**Over \$166 million of flagged bills were voided,** demonstrating cases where customers found problematic bills and were able to cancel the bills before affecting accounts payable and reporting processes.



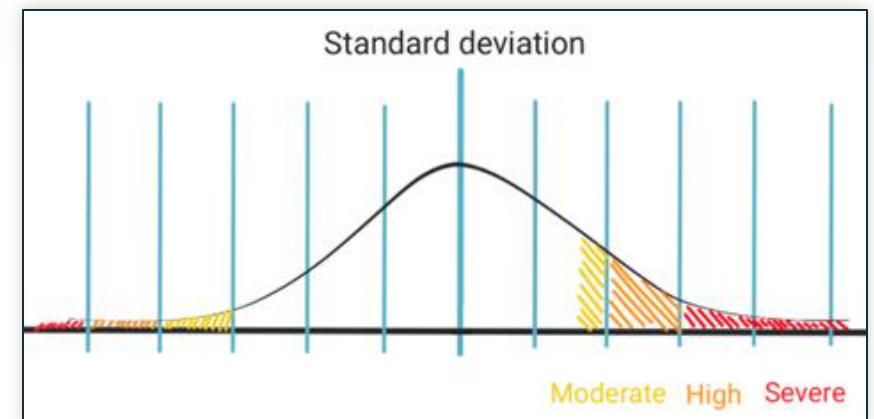
## 2. We're human, and software helps catch our errors

Audits have gotten smarter over time. **Predict** results rather than setting percentages and thresholds.

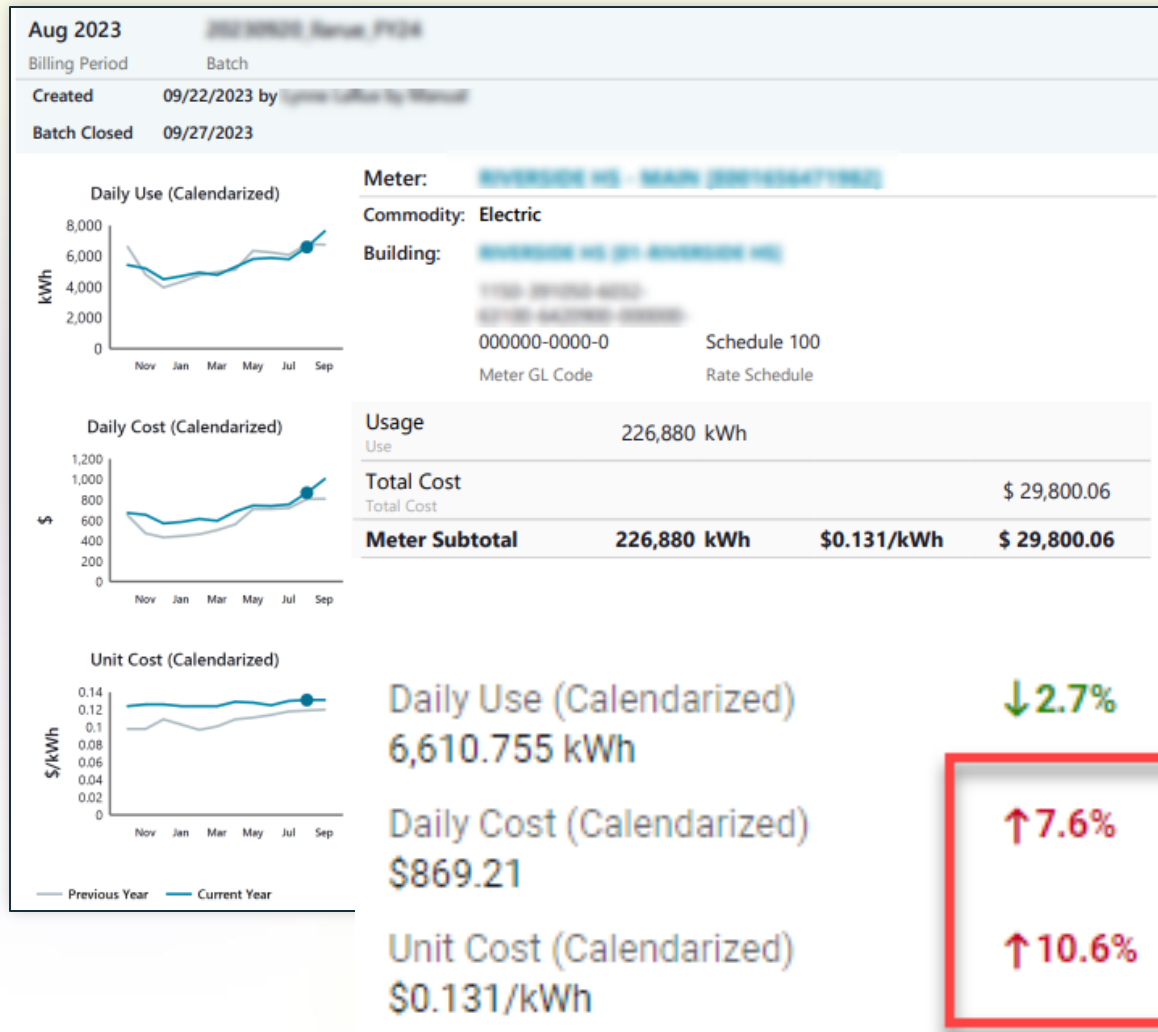
Advanced outlier analysis is paying dividends for our customers. Over a four-month period...

- EnergyCAP has flagged 5,000 demand outlier bills, 17,000 use outlier bills, and 21,000 cost outlier bills.
- Over 575 customer organizations have been notified about outlier bills.
- Flagged outlier bills have a value of more than \$126 million during just the four months of analysis.

OUTLIER			
Outlier audits find bills with meters that have moderate, high, or severe abnormal cost, use, or demand. <a href="#">Learn more</a>			
> Abnormal cost			
Abnormal cost with the configured outlier analysis sensitivity	Severe	Skip	Flag
> Abnormal use			
Abnormal use with the configured outlier analysis sensitivity	Severe	Skip	Flag
> Abnormal demand			
Abnormal demand with the configured outlier analysis sensitivity	Severe	Skip	Flag



### 3. The devil is in the details



Granularity on bills helps to uncover many issues and answer questions.

- Estimated bills
- Units of measure
- Meter multipliers
- Double-counting use (distribution vs supply)
- Load factor
- Power factor
- Late fees
- Deposits, late fees, and other
- Demand

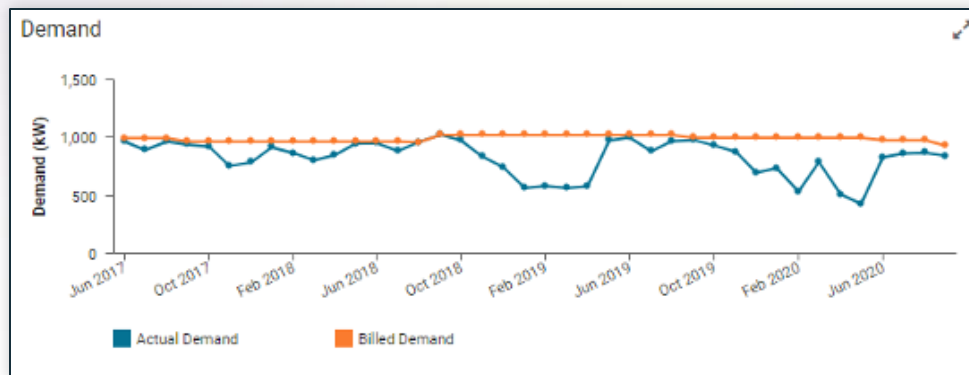
In this example: Why is cost and blended unit cost high when use is low?

### 3. The devil is in the details

Details provide for a better understanding of charges and rate structures

Demand related charges usually represent 30-70% of most commercial customers' electric bills

Billed vs Actual demand is important to understand, 'demand ratchet' can be the costliest component of your bill



Current Charges & Adjustments			Message Board	
Billing Period - 31 days: 11/30/20 - 12/31/20			<b>Customer Rights &amp; Responsibilities</b> A copy of our Customer Rights and Responsibilities booklet which defines the regulations concerning SMECO's policies, is available at <a href="http://smeco.coop/rights-and-responsibilities">smeco.coop/rights-and-responsibilities</a> .	
General Service Demand / Winter			<b>Save Energy and Save Money</b> The EmPOWER Maryland Charge funds programs that can help you reduce your energy consumption and save you money. For more information, including how to participate, go to <a href="http://smeco.coop/save">smeco.coop/save</a> .	
Standard Offer Service			<b>Determining Billing Demand</b>	
Energy Charge	57,829.00 kWh x \$0.0451	\$2,608.09	A. kW demand this period 183.06 kW	
Energy Demand	191.97 kW x \$5.78	\$1,109.59	B. 50% of the highest preceding 11 months metered kW demand 191.97 kW	
Power Cost Adj - Energy	57,829.00 kWh x \$0.00066	\$38.17	C. Minimum kW, 50% of contract kW 0.00 kW	
Distribution Service			D. Corrected kW, 183.06 x 90% divided by power factor of 93% 177.15 kW	
Distribution Charge	57,829.00 kWh x \$0.01276	\$737.90	For billing purposes (highest of A, B, C, D) 191.97 kW	
Distribution Demand	191.97 kW x \$5.26	\$1,009.76		
Bill Stabilization Adjustment	57,829.00 kWh x \$0.003268	\$188.99		
EmPOWER Maryland Charge	57,829.00 kWh x \$0.00707	\$408.85		
Regulatory, State, and Local Taxes				
Public Serv. Co. Franchise Tax	57,829.00 kWh x \$0.00062	\$35.85		
Electric Universal Service Charge		\$49.13		
MD Environmental Surcharge	57,829.00 kWh x \$0.00013	\$7.52		
Other Charges				
Contracted Service Charge		\$3.35		
Demand Response Credit		(\$675.00)		
<b>Total Current Charges &amp; Adjustments due 01/26/21</b>		<b>\$5,548.35</b>		
If paid after due date, a 1.5% late payment charge will be added to the first and second months, and an additional 2% charge the third month.				

### 3. The devil is in the details

Interval data allows for more granular monitoring

Monitoring fuels behavior changes

Understand the exact time periods for billed demand, what activities are going on, and what equipment is causing spikes

Be alerted prior to events and spikes occurring



## 4. Effective leaders make data-driven decisions, faster

Report current data.

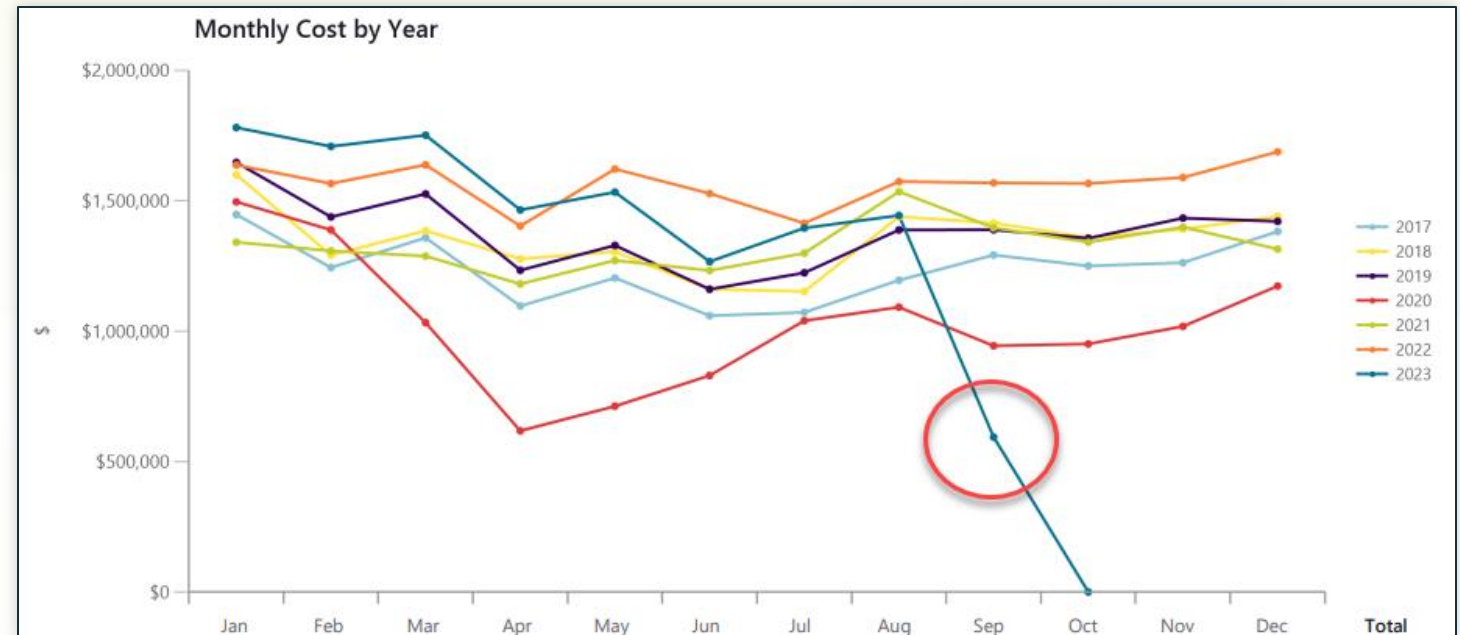
Bills entered, audited, validated, and ready for reporting 1-7 days after vendor generates as opposed to weeks when receiving paper mail and manual processing.

Improve time efficiency and accuracy of records.

Use the same data as finance, more trust in data for energy reporting.

“

*We now spend more time evaluating utility vendor data than processing.”*



## 5. Better data = better processes (auto-entry, audits and approvals)

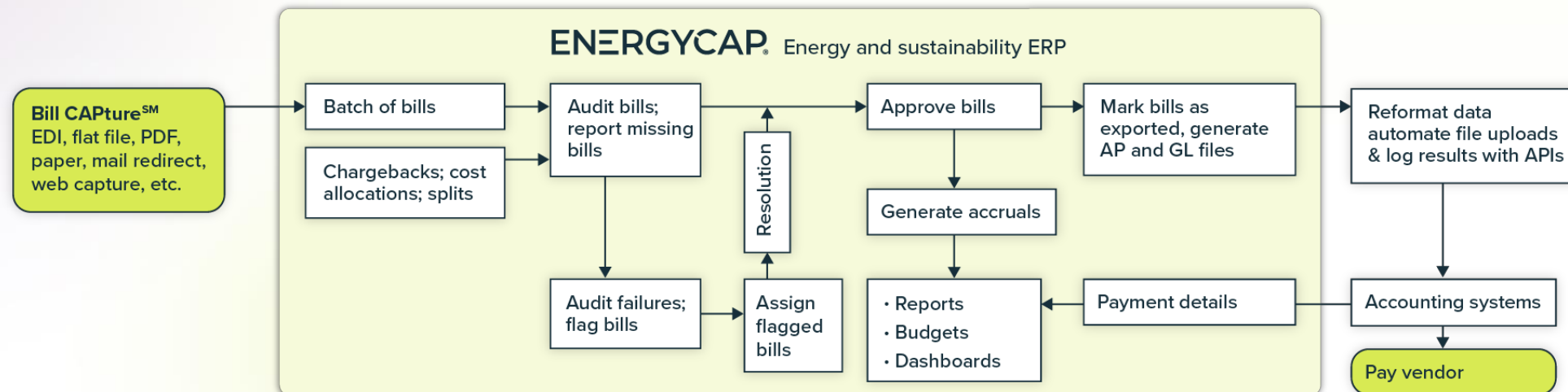
One point of entry.

Facilitate the introduction of new robust processes related to invoice processing and reporting.

Eliminate late fees and other invoice payment issues, properly handle cancelled bills and rebills, accurate accounting of deregulated accounts.

Ensure that your utility bills are audited and approved before they are paid.

Processes for overdue and missing bills.



## 6. Expanding your "team" is possible without hiring

Automated alerts and notifications, report distributions, and workflow dashboard widgets help but there is still a labor component with streamlined processes.

Many nuisances with utility bills makes it challenging to hire. Additional issues with turnover, hiring, onboarding, and continued education.

Our expert team can identify missing or overdue bills, engage with your utility vendors, and monitor and address bill issues. **EnergyCAP can function as a PTE or FTE on your behalf.**

More cost effective than staffing.

Removes issues of staffing retention.



# 7. Spend your time on things that matter most

Monitor consumption and costs

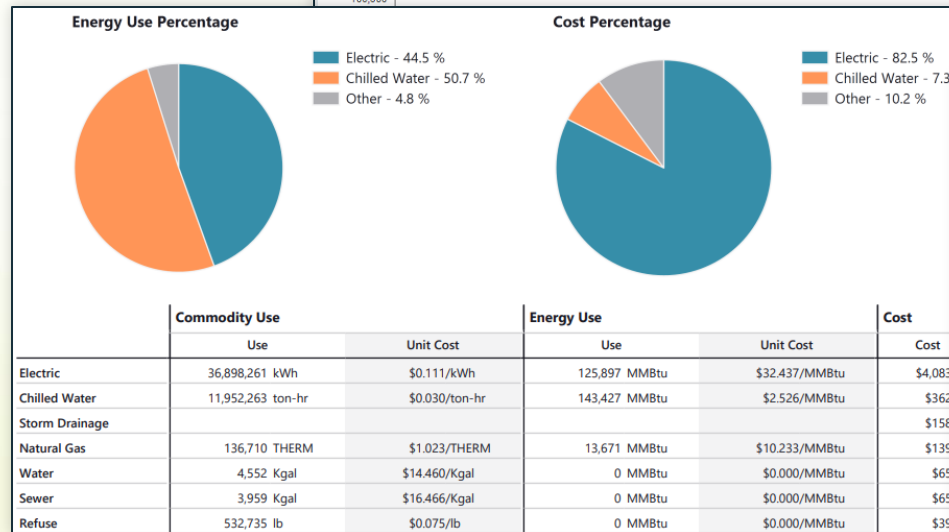
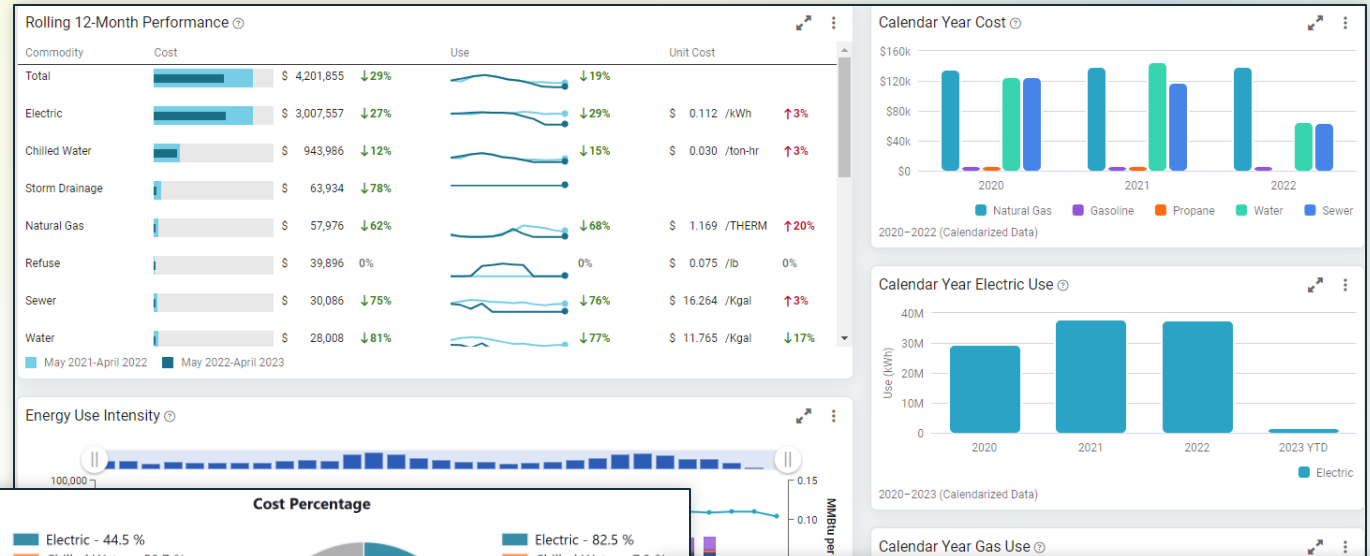
Rate optimization

Energy efficiency projects

Benchmarking

Compliance reporting

Etc....



## Alpha Hotel tariffs > electricity tariff analyser





## ROI // Cost vs. savings

To calculate your internal utility bill processing cost, you must define the functional components of processing and paying a utility invoice.

Invoice processing activities:

- Direct labor costs: Receipt, processing, entry
- Indirect labor costs: QC, exceptions, imaging, support services
- Equipment costs: PCs, scanners, telecommunications
- Postage and supplies costs
- Administrative and overhead costs: Supervisory, software, occupancy, training
- Other costs: Bank fees, PO box

Experts estimate that the cost to process and pay one utility bill is **\$10-\$20**, when labor, IT, equipment, and postage costs are accounted for.

# Questions?



# CATALYST '24



**Session survey**