

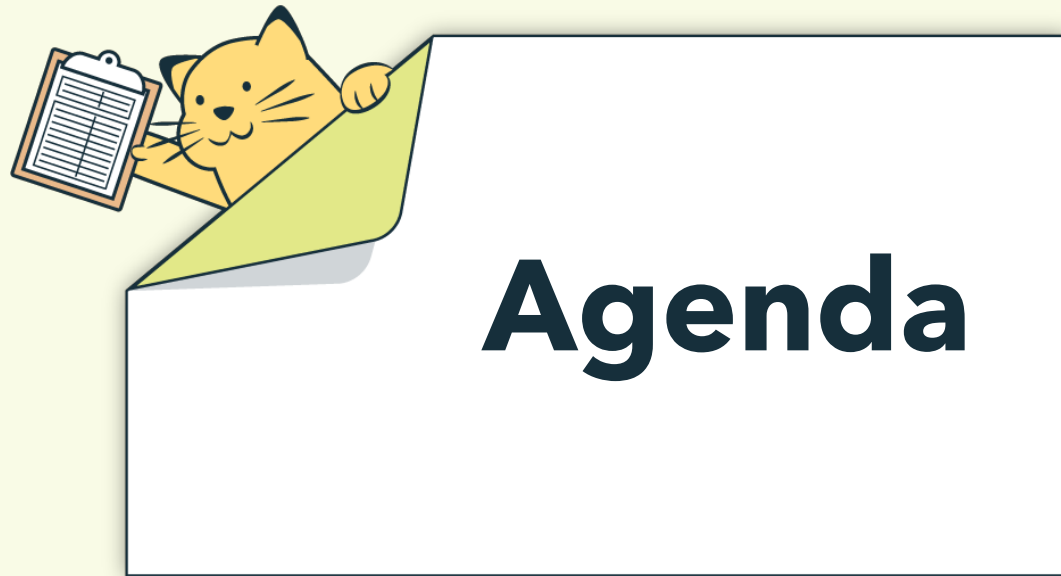
How do I know my bills are valid?



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

^ **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

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. The 'BILL ENTRY' section includes a 'Duplicate bill' option with the subtext 'Likely duplicate bill on account'. Below this is the 'Minimum bill total cost' field, which is a currency input set to '\$ 100'. To the right of this is the 'Default assignees' field, which contains 'Mary /' and a clear button. A red box highlights the action buttons: 'Skip', 'Flag' (which is selected and has a red circle with the number '1' over it), and 'Flag & Hold'. A red circle with the number '2' is over the currency symbol in the minimum cost field, and a red circle with the number '3' is over the 'Default assignees' field.

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:

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.

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

Doc Brown Building-ELE01

DOC BROWN BUILDING-ELE01

Actions

Daily Use (Calendarized) ↓ 28.0% 4,682.083 kWh

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

Participation quiz

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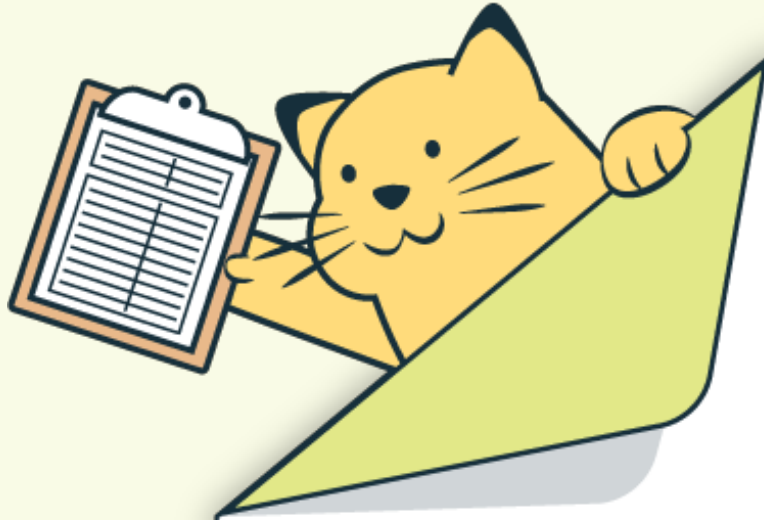
Hands-on exercises: Have your laptops ready!

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. The left sidebar (1) contains navigation options: Bills, My Bill Lists, Bill Lists Shared with Me, City of HV - Unresolved F..., Estimated Bills from Vend..., Batches, Bill Imports, Bill CAPture, Audits Log, Bill Export, Not Approved, Held from Export, Waiting to Export for Pay..., and Waiting for Export to GL. The main header (2) shows 'City of HV - Unresolved Flags' with a 'Shared' status and an 'Enter New Bill' button. Below the header, a filter bar (3) includes 'Unresolved Flags' (highlighted), 'Search flag types', 'Search issues', 'Search users', and 'Filters' (2). The table (4) lists 20 bills for March 2024, with columns for Billing Period, Account Number, Bill Begin Date, Bill End Date, Total Cost, and Bill Entry Date. A red box highlights the 'Mar 2024' entry in the first row. The right sidebar (5) shows the bill details for 'March 2024' (Bill ID: 72915), including an 'Audit Exception' warning: 'Likely duplicate bill on account', 'Bill overlaps with another bill', and 'Multiple bills in the same billing period'. The address '360 Discovery Drive - FP WAT' is also visible. The bottom of the interface shows the 'ENERGYCAP' logo and '©EnergyCAP, LLC'.

1 Bills

2 City of HV - Unresolved Flags

3 Unresolved Flags

4 \$11,416.46 / 20 bills

Billing Period	Account Number	Bill Begin Date	Bill End Date	Total Cost	Bill Entry Date
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/24/2024	\$72.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$72.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024
Mar 2024	H-2177-001-0	02/21/2024	03/22/2024	\$67.80	05/14/2024

5 March 2024
Bill ID: 72915

Audit Exception

- 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

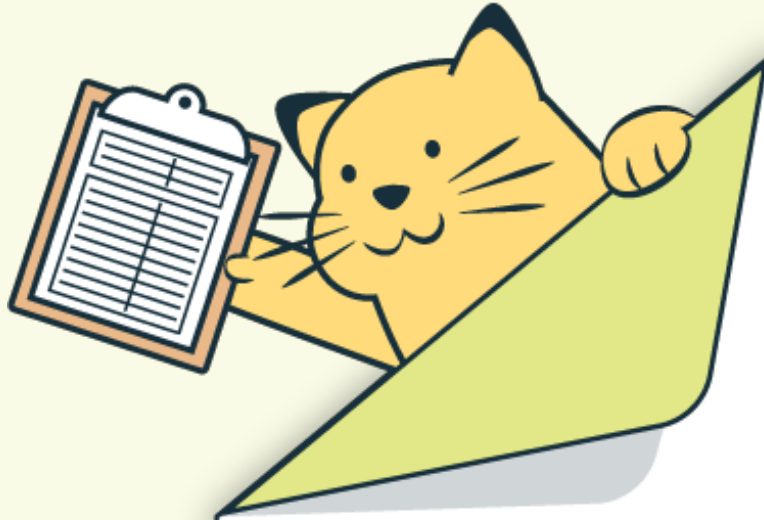
Account History | Timeline | **Flag Details**


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.

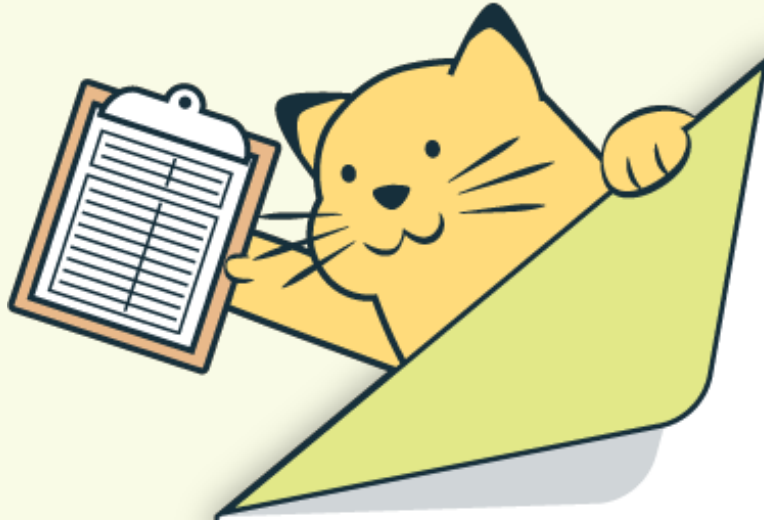
Flags Tab

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

The screenshot illustrates the 'Flags' tab in the EnergyCAP interface. The interface is divided into several sections:

- Sidebar (1):** Contains navigation icons for various modules.
- Header (2):** Displays the current location: 'City of Happy Valley > City Buildings [CITY_BUILDINGS]'. It also includes tabs for 'Summary', 'Bills', and 'Flags' (3).
- Filters (4):** A section for filtering flags by status, type, issue, and assignee. The 'Flag status' is set to 'Unresolved'.
- Table (5):** A table listing flags with columns: Flag Create, Flag Type, Flag Assigned, Bill Cost, Start Date, End Date, Vendor, Account, Cost Recover, Flag Assigned, and Flag Created. The first row shows a flag created on 05/05/2024, type 'Audit Exce...', assigned to 'SYSTEM', with a cost of \$0.00.
- Callout (6):** A detailed view of a specific flag. It shows the month 'May 2023', the bill ID '68997', and the exception type 'Audit Exception'. A message states: 'Bill is significantly shorter or longer than previous bills'. Below this, the address '1210 Franklin Road - NG02' and '1210 Franklin Road, Happy Valley, PA 12345, United States' are displayed.

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

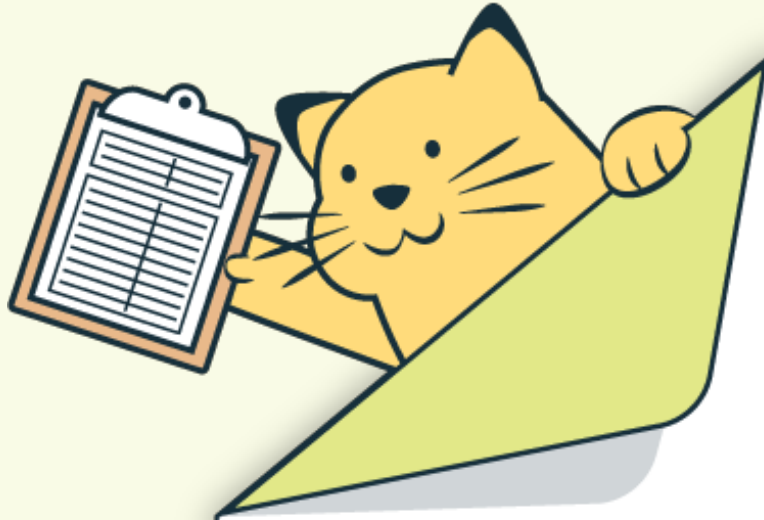
The screenshot illustrates the steps to add a widget to a dashboard in the EnergyCAP interface. The process is guided by numbered callouts:

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

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

- Title**: Flags to Investigate - LR
- Description**: (Empty text area)
- Search filters**: (Empty search box)
- 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 with several red callouts indicating the steps to filter Report-27:

- 1**: Click on the 'Reports' icon in the left sidebar.
- 2**: Click on the '27' button in the 'Reports Library' section.
- 3**: Click on the 'Search filters' input field.
- 4**: Click on the 'Flag status' filter option in the 'Recommended' list.
- 5**: Click on the 'Unresolved' button in the 'Flag status' filter dropdown.
- 6**: Click on the 'Download' button in the top right corner.

The 'Bill Flags - Report-27' section shows a report that lists flagged bills and their details. It includes a description, a 'Hide instructions' link, and 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**.

The filter section shows the following filters applied:

- Account is active: equals Active
- Date range: equals January 2024
- Flag status: equals Unresolved

The 'Recommended' list includes the following filters:

- ☐ Cost recovery
- ☐ Flag Assigned to me
- ☐ Flag assignee
- ☐ Flag issue
- ☒ Flag status
- ☐ Flag type
- ☐ Flag unassigned

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?



CATALYST '24



Session survey