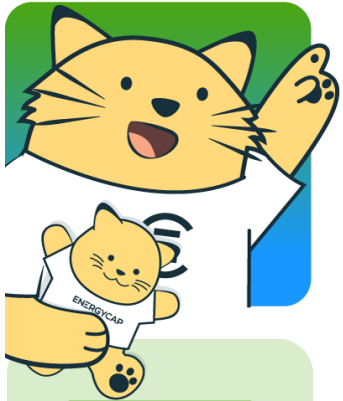




EnergyCAP Bill Audits



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Agenda



EnergyCAP Bill Audits

1. What is an EnergyCAP Bill Audit?
2. How Audits Work
3. Audit Types
4. How to Configure Audits
5. How to View and Manage Bill Issues & Flags

Demo

Pop Quiz

Q&A

EnergyCAP—expert-driven energy management

1. What is an EnergyCAP Bill Audit?

- Bill audits are powerful tools for data validation, examining utility bill data for **accuracy** and **unusual patterns of use or cost**
- Audits indicate there may be potential issue(s) and flag bills for **manual review**
- Catching errors early **prevents 'bad' data** from propagating into dashboards, reports, budgets, and accounting exports

2. How Audits Work

- **Automatic** - Run automatically when you enter, import, or edit bills
- **Immediate** - Provide immediate feedback when a potential issue is identified
- **Configurable** - User-configurable options available to fine-tune results

3. Audit Types

Bill Entry

- ✓ Duplicate/Repeat Data
- ✓ Date & Period Problems
- ✓ Due Date & Statement Date Issues
- ✓ Estimation
- ✓ Cost & Use Anomalies
- ✓ Units & Currency
- ✓ Line Item Content

Outlier audits
require 12 months
of bill history to
analyze bills



Imported Bills

- ✓ Active Account Alert
- ✓ Rate Schedule Mismatch
- ✓ Serial Number Mismatch

Outlier

- ✓ Abnormal Cost
- ✓ Abnormal Use
- ✓ Abnormal Demand


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Manage Global Audits
Cancel
Save

BILL ENTRY			
> Duplicate bill	Likely duplicate bill on account	Skip	Flag Flag & Hold
> Repeat invoice number	Invoice number is repeated on account	Skip	Flag Flag & 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.	Skip	Flag Flag & Hold
> Overlapping bill	Bill overlaps with another bill on the same account	Skip	Flag Flag & Hold
> Multiple bills in period	Multiple bills for the same account in the same billing period	Skip	Flag Flag & Hold
> Shorter or longer bill	Bill is significantly shorter or longer than previous bills for the same account	50 %	Skip Flag Flag & Hold

4. How to Configure Audits

- **Skip/Flag/Flag & Hold**
- **Customized Settings**
- **Global vs. Account Level**
- **Disabling Audits**
- **Auto-Skip for Select Commodities**
 - **Gap between bills**
 - **Overlapping bill**
 - **Multiple bills in period**

▼ Shorter or longer bill

Bill is significantly shorter or longer than previous bills for the same account

Minimum bill total cost

Default issue assignee

\$

Search for one or more users

50 %

Skip

Flag

Flag & Hold

▼ Consecutive estimated bills

Too many consecutive estimated bills on account

Minimum bill total cost

Default issue assignee

\$

Search for one or more users

3 bills

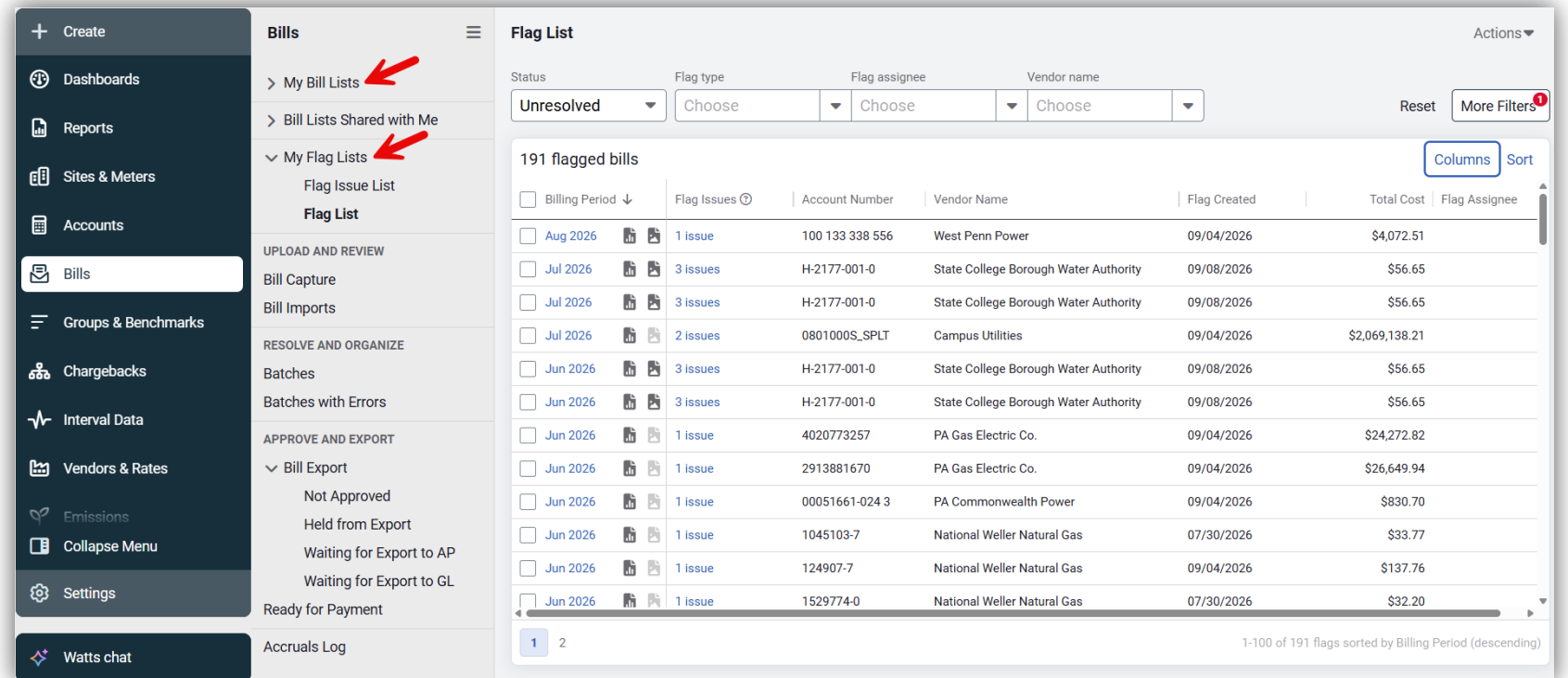
Skip

Flag

Flag & Hold

5. How to View and Manage Bill Issues & Flags

- **Bills Module**
 - Bill Lists
 - Flag Lists
- **Flags Tabs**
 - Sites & Meters
 - Accounts
- **Dashboard Widget**
- **Report 27**



The screenshot displays the EnergyCAP interface. On the left is a sidebar menu with options: Create, Dashboards, Reports, Sites & Meters, Accounts, Bills (highlighted), Groups & Benchmarks, Chargebacks, Interval Data, Vendors & Rates, Emissions, Collapse Menu, Settings, and Watts chat. The main content area is divided into two sections. The top section, titled 'Bills', contains a list of options: 'My Bill Lists' (with a red arrow), 'Bill Lists Shared with Me', 'My Flag Lists' (with a red arrow), 'Flag Issue List', and 'Flag List'. Below this is a section for 'UPLOAD AND REVIEW' with options like 'Bill Capture' and 'Bill Imports'. The bottom section, titled 'Flag List', contains a table of flagged bills. The table has columns for Billing Period, Flag Issues, Account Number, Vendor Name, Flag Created, Total Cost, and Flag Assignee. The table shows 191 flagged bills, with the first few rows displayed. The bottom of the table shows a pagination bar with '1' and '2' buttons, and a note '1-100 of 191 flags sorted by Billing Period (descending)'.

Billing Period	Flag Issues	Account Number	Vendor Name	Flag Created	Total Cost	Flag Assignee
Aug 2026	1 issue	100 133 338 556	West Penn Power	09/04/2026	\$4,072.51	
Jul 2026	3 issues	H-2177-001-0	State College Borough Water Authority	09/08/2026	\$56.65	
Jul 2026	3 issues	H-2177-001-0	State College Borough Water Authority	09/08/2026	\$56.65	
Jul 2026	2 issues	0801000S_SPLT	Campus Utilities	09/04/2026	\$2,069,138.21	
Jun 2026	3 issues	H-2177-001-0	State College Borough Water Authority	09/08/2026	\$56.65	
Jun 2026	3 issues	H-2177-001-0	State College Borough Water Authority	09/08/2026	\$56.65	
Jun 2026	1 issue	4020773257	PA Gas Electric Co.	09/04/2026	\$24,272.82	
Jun 2026	1 issue	2913881670	PA Gas Electric Co.	09/04/2026	\$26,649.94	
Jun 2026	1 issue	00051661-024 3	PA Commonwealth Power	09/04/2026	\$830.70	
Jun 2026	1 issue	1045103-7	National Weller Natural Gas	07/30/2026	\$33.77	
Jun 2026	1 issue	124907-7	National Weller Natural Gas	09/04/2026	\$137.76	
Jun 2026	1 issue	1529774-0	National Weller Natural Gas	07/30/2026	\$32.20	

5. How to View and Manage Bill Issues & Flags

- **Bill Flag** - identifies that a bill failed one or more audits in EnergyCAP
- **Flag Issue** - relates directly to the audit rule that failed (i.e., the reason the bill was flagged)
- **Flag Type** - user-defined 'flag category' that can be assigned during flag management
- **Issue vs. Flag Resolution:**
 - EnergyCAP users can now assign and resolve bill issues independently from bill flags
 - This is especially useful when a bill fails multiple audits, resulting in multiple issues
 - Resolving all of the flag issues on a bill will automatically resolve the bill flag

Flag Issue ListActions ▾

Status	Flag type	Flag issue	Flag assignee	Vendor name	
Unresolved ▾	Audit Exception ▾	Abnormal Use ▾	Choose ▾	Choose ▾	Reset More Filters ³

5. How to View and Manage Bill Issues & Flags

- **Recommended Tips:**
 - User Roles & Permissions govern who can manage and clear flags - confirm the right people on your team have the right access
 - Don't try to run too many audits at first - focus on a core set of 5 to 6 audits (e.g., abnormal use, abnormal cost, and duplicates) and build the habit from there
 - Set minimum bill total cost thresholds so small bills don't trigger noisy flags
 - If possible, assign default users to manage different audit issues and review flagged bills
 - Address duplicate bills first - they have the biggest downstream impact on reporting accuracy (i.e., double-counting)
 - Override global settings at the individual account level for 'problematic' accounts
- **Remember:**
 - Audits run automatically, flags don't block processing, and configuration + prioritization are what make the audit system usable day-to-day!



EnergyCAP Bill Audits Demo

Pop Quiz



- **T/F** – Outlier audits require 12 months of bill history to analyze bills?
- **T/F** – EnergyCAP users can configure audits globally and at the meter level?
- **T/F** – When a bill fails multiple audits, multiple flag issues are assigned to the bill?
- **T/F** – You can now manage flag issues and bill flags independently?
- **T/F** – It's recommended to start with all audits enabled and then scale back from there if needed?



EnergyCAP Bill Audits

Q & A