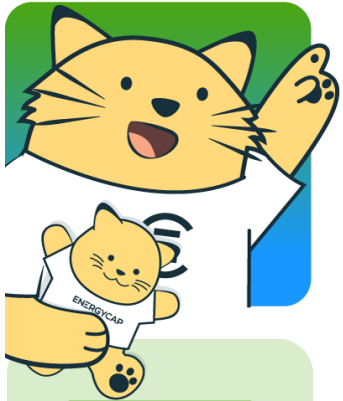




Fairfax County's journey to smarter bill payment processes with EnergyCAP



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Agenda



1. Introduction
2. Why Fairfax County Transitioned Bill Pay Vendors
3. Stakeholder Identification and Engagement
4. Results and takeaways

Introduction

Lili Pita

- Worked with Fairfax County for two years
- Background in environmental data management, greenhouse gas inventories, data auditing
- MEM, Duke University; BS NC State University
- *Not a financial/accounting professional 😊*



Why Fairfax County Decided to Transition Bill Pay Vendors

Background

- Joined the county in September 2024
- Immediately received feedback on the current processes for bill payments and utility data entry
- Began socializing the idea of switching bill pay vendors
 - Interagency agreement and support was a necessity

Identifying Key Stakeholders

- Procurement
 - Identify contracting options
- Department of Finance
 - current owners of bill pay contract
 - subject matter experts
- Department of Budget
 - budgetary approval
 - internal chargebacks
- County AP Team
 - Subject Matter Experts
 - provide key specifications for the two systems to 'talk' to one another
- Agency Financial Teams
 - Took stock of all agencies (and subagencies) utilizing current bill pay provider
 - Majority were, with some unique exceptions (e.g., affordable housing)

Stakeholder Priorities

- Procurement
 - Contract vehicle
- Department of Finance
 - Timeline for transfer of funds
 - Banking details
 - Continuity of service
- Department of Budget
 - Cost-benefit analysis, inclusive of staff time savings
 - Impact to agency budgets
 - Internal accounting between agencies
- County AP Team
 - How various systems will talk with one another [specs between EnergyCAP and AP system]
 - Payment method and compliance with controls
- Agency Financial Teams
 - Impact to established methodologies
 - Improvements to data quality and process issues
 - Ease of new systems and processes

Results and Takeaways

Went live in August 2026 – hooray!

Worked together with EnergyCAP and prior bill pay vendor to reduce likelihood of missed or double payments

Still early on but 2x/week office hours are helping financial staff get acclimated

Takeaways

- Allot enough time and have patience– this process can be time intensive
- Database hygiene is important – keep it clean!
- Stakeholder engagement and understanding their focus is critical