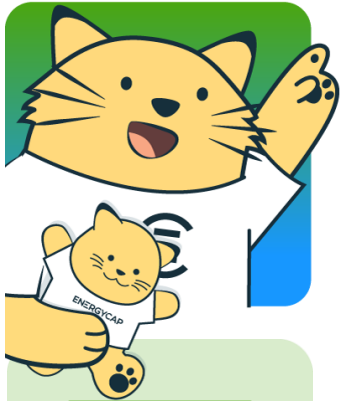


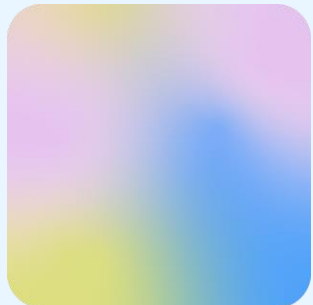
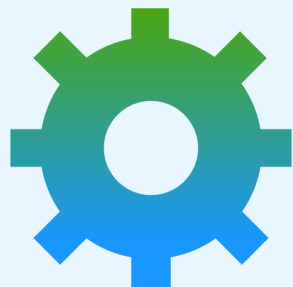


Behind every bill: inside the EnergyCAP Bill Operations service

Nate Pena and Dan Behringer

EnergyCAP

Why this session



This session is a guided tour of the Bill Operations service: the teams, workflows, and technology that retrieve, process, and quality-check your bills every day. We will cover:

- Bill Retrieval and Processing
- Bill Review
- Bill Pay

You will leave knowing what the service does, and how to get more out of it.

Agenda



1. Bill Operations Offering
2. How the service is organized
3. How your bills reach EnergyCAP
4. Reviewing your Bills
5. Paying your Bills
6. The value: what this means for you
7. Q&A and your input

Bill Operations Offering

Formerly Managed Services, this offering is now called Bill Operations, broken into 3 tiers.

1. Bill Retrieval: we retrieve the bill and land it in EnergyCAP for processing.
2. Bill Review: Your audits configured, flags and kickouts resolved on all live bills to ensure each one is processed properly and all bill data is accurate and timely
3. Bill Pay: we pay the bills you approved, chase what fails, and investigate anything still uncleared

How the service is organized

- Teams are built around stages of the bill's journey, so every stage has one clear owner
- Retrieval owns getting your bills retrieved: enrolments, credentials, and accounts that have gone quiet
- Bill Review owns anything that stops a bill landing cleanly, and the most important billing errors that audits flag afterward
- Bill Pay owns payment of approved bills and follow-up on anything that does not clear
- One escalation path: whatever we cannot close ourselves comes to you as a single clear request from Bill Operations

How Your Bills Reach EnergyCAP

- Bills reach us through five primary methods: web download, EDI, email, mail, and customer upload.
- Most customers use a mix of these methods, and individual accounts may shift as a utility company changes how they deliver bills.
- We track every account individually, including when its next bill is expected.
- If a bill does not arrive when expected, we identify the gap, reconcile it, and actively pursue that missing bill.
- The result: missing bills do not stay invisible long enough to create bigger downstream problems.

Reviewing Your Bills

- There are two major components of Bill Review: Kickout Resolution and Flag Review.
- Kickouts are billing import errors. These are bills that do not match to an account, meter, or vendor in EnergyCAP. Bill Review will resolve these whenever possible and engages you only if your judgement is required.
- Flag Review covers five critical flag issue types and resolves those billing issues quickly on your behalf before they become downstream problems.
 - Flag audits can be enabled or disabled by account.
- The goal is to keep as much of this work on our side as possible. Only a small percentage of exceptions should reach you, primarily when your business judgment or partnership is required.
- The result is less time spent managing kickouts and flags, while still preserving the customer partnership needed for the decisions only you can make.

Paying Your Bills

- We pay your approved utility bills through standardized, unified, and a secure workflow.
- You stay in control. Your team approves and authorizes bills for payment, and EnergyCAP takes over the operational payment workflow only after the approval is provided.
- We proactively monitor every payment and investigate any that fail to clear.
- We manage payment exceptions to ensure service continuity, including vendor outreach, disconnect extensions as well as service restoration.
- This means less effort for your AP team and reduced payment risk, with EnergyCAP handling the day-to-day of the payment process.

The value: what this means for you

Work you never see: kickouts cleared and in-scope flags resolved before they reach anyone on your team

Problems found early: a bill that never arrived, a duplicate bill, severe abnormal use, or other major problems with a bill.

Payments reach vendors faster, heading off disconnect notices, late fees, and downstream problems

Time back for your team: Your team's focus shifts from chasing and checking bills to actually using the data, only engaged when your judgement is needed.

Clear boundaries, so no surprises: you know what we own, what you own, and when something truly needs input that only you can provide.

Questions