

# Utility Bill Processing Maturity Model

Most Mature



Maturity Level



Least Mature

## **Integrated Utility Bill Tracking and Reporting System Meets All Energy Information Needs.**

All energy information processes are integrated with the utility bill tracking and reporting system. A single platform optimizes utility bill payment processes while also providing the database, analytics, and reporting needs of energy management. Features include: measurement and verification of energy savings (IPMVP-compliant M&V), budgeting, greenhouse gas tracking, tools for procurement and deregulated bill management, campus submeter tracking (if applicable), chargebacks and cost allocation, and integration with smart meter data.

**Utility Bill Services Eliminate Manual Bill Entry.** Data is imported into the utility bill management system as electronic or OCR (scanned) data. Due to the complexity of utility bills and the challenges of accurate bill line item mapping, a bill capture service is used to consolidate and format electronic bill import files.

**Interface to Accounts Payable (A/P) Simplifies Bill Payment.** Elimination of double data entry. Bills are entered into utility bill management software, audited, approved, and exported to the A/P system for payment.

**ENERGY STAR Building Energy Ratings Validate the Organization's Commitment to Energy Efficiency.** Submittal of building energy data to Portfolio Manager for building energy ratings. Data is submitted automatically by the bill management software.

**Sophisticated Commercial Tracking System Aids in Energy Management Efforts.** An organization that receives 50 to 50,000 utility bills per month and spends over \$1 million per year implements a professional-grade commercial utility bill management system for tracking and reporting. A sophisticated system is useful for both accounting and energy management processes and includes such features as configurable audits, benchmarking, calendarization and weather normalization using daily weather data, dashboards, variable building balance points and regression modeling.

**Entry-Level Commercial Tracking System Meets Basic Needs.** Low-cost (under \$1,000/yr) commercial software is used for utility bill management, reporting, and benchmarking. An entry-level system has bill entry, basic error checking and a few reports. This is often good enough for an organization that pays under 50 bills a month and does not have an Energy or Sustainability Manager.

**Basic "Homemade" Utility Bill Tracking System Is Developed.** Some type of rudimentary tracking system is implemented, most often based on Excel® or an in-house database, which provides basic tracking and summary data. Typically the system is dependent upon the knowledge of just one person.

**Utility Bill Payment Approval Involves a Knowledgeable Facility Manager.** Approval of each bill is required in advance of payment by a knowledgeable facility or building manager. Obvious usage and cost issues are often spotted and addressed as time permits.

**Basic Accounting Process Just Gets the Utility Bills Paid.** If an approved vendor is in the Accounts Payable system and sends a bill, the organization pays it. No usage tracking and minimal scrutiny of cost and bill details.