

EnergyCAP Bill Flags – A How To Guide

What is EnergyCAP: EnergyCAP is an energy management software that is used for managing utility bill data for Connecticut's Executive Branch agencies. Agencies upload their utility bills into EnergyCAP and the software analyzes the bills to help users gain valuable insights into their energy consumption patterns. The data is also used to track progress towards Executive Order 21-3 sustainability goals.

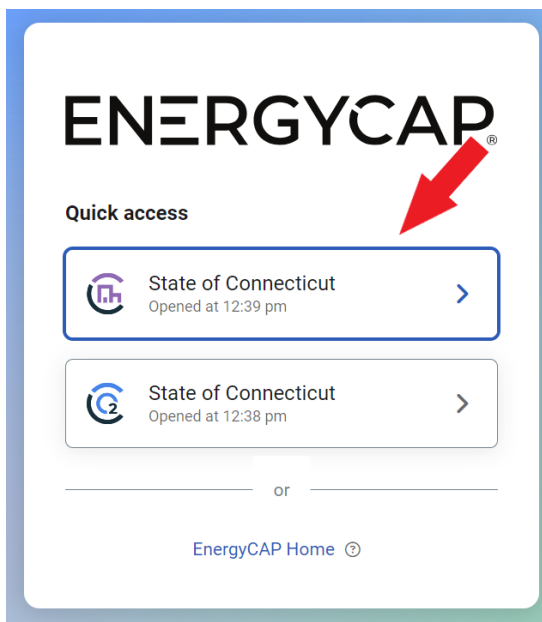
EnergyCAP includes a bill audit function that examines bills for data accuracy, unusual patterns of use, and cost irregularities on your accounts. This audit function works to flag bills and highlight potential issues for manual review. Reviewing and resolving bill flags is critical to ensuring accurate data for government reports on energy, water, and sewage use.

Objective of this Guide: This guide aims to help agencies navigate EnergyCAP to view flagged utility bills and take appropriate action on them.

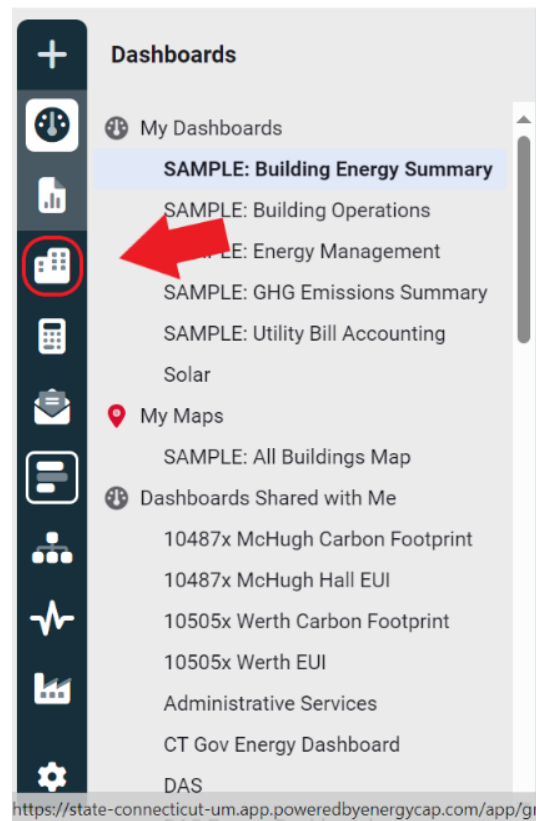
By proactively monitoring these flags, agencies may identify inefficiencies and irregularities that could point to equipment malfunctions or mismanagement of energy resources. In addition, analyzing flagged bills can give insights into larger patterns in energy consumption, leading to better budgeting and forecasting for future energy costs. This analytical approach enables agencies to make informed decisions about energy procurement and implement energy-saving measures. Ultimately, this promotes a culture of accountability and strategic planning that can result in more sustainable energy practices and lower operational expenses in the long run. The following steps outline how agencies can view bill flags and address them.

How to view bill flags & address them:

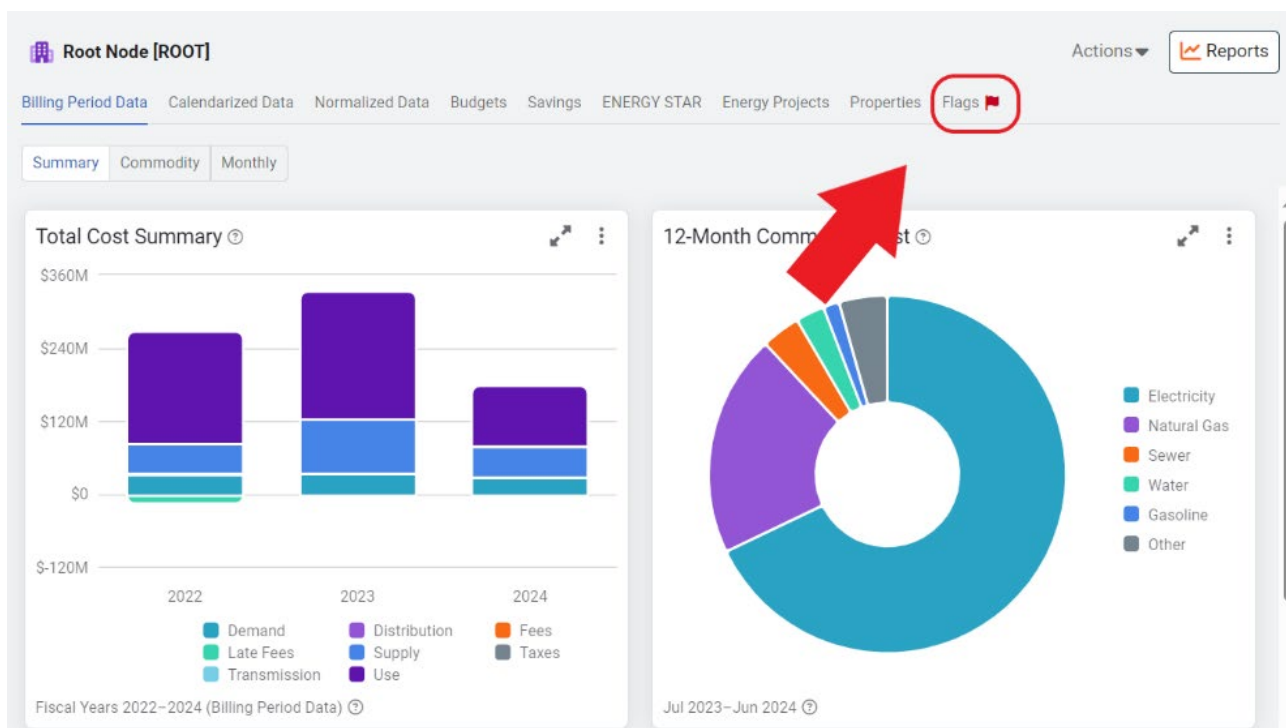
1. Login to energy cap using the following link <https://login.energycap.com/> . Once logged in select the Utility Management tab (which is the tab with the building purple building icon)
 - a. If you do not have access to EnergyCAP please email DEEP's GreenerGov team at: leadbyexample@ct.gov and we will assist you in gaining access.



2. On the EnergyCAP Utility Management Homepage, select the **Sites and Meters** icon located on the left-hand side of your screen.
 - a. The Sites and Meters page lets your agency view billing and energy usage data.

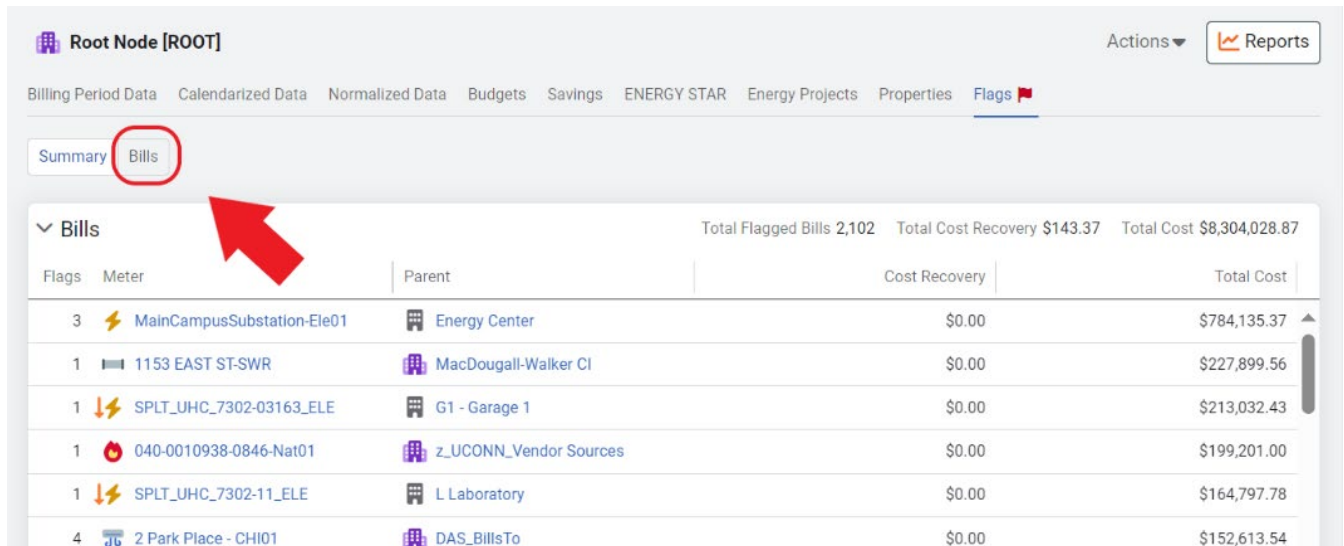


3. Select the tab labeled Flags on the top right of the page.



- a. You will be brought to the summary page that shows all the meters that have bills with flags for your agency.

4. To view and select individual bills with flags select the Bills page.



Root Node [ROOT] Actions Reports

Billing Period Data Calendarized Data Normalized Data Budgets Savings ENERGY STAR Energy Projects Properties **Flags**

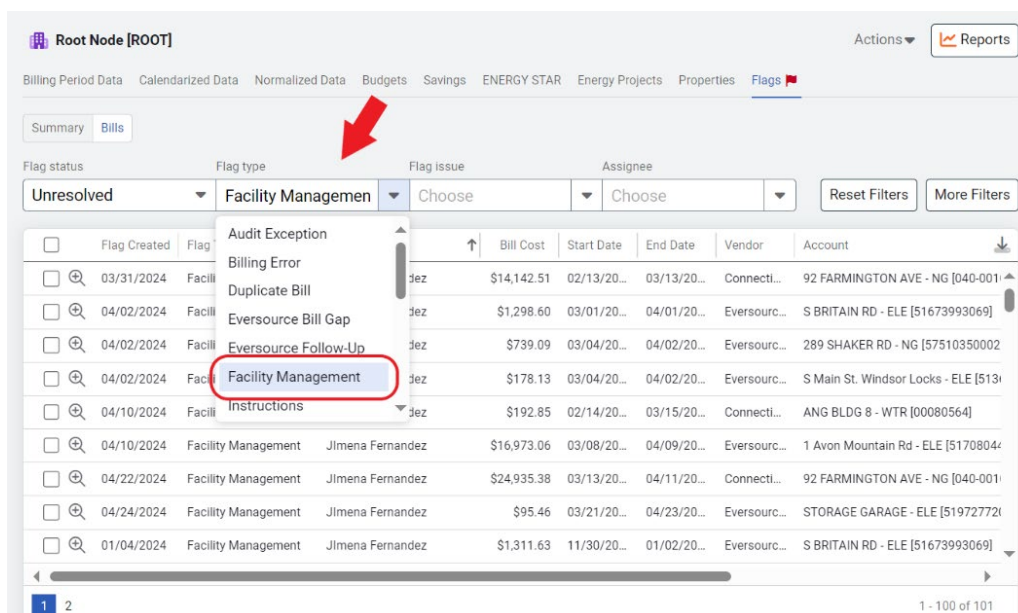
Summary **Bills**

▼ Bills Total Flagged Bills 2,102 Total Cost Recovery \$143.37 Total Cost \$8,304,028.87

Flags	Meter	Parent	Cost Recovery	Total Cost
3	⚡ MainCampusSubstation-Ele01	Energy Center	\$0.00	\$784,135.37
1	1153 EAST ST-SWR	MacDougall-Walker CI	\$0.00	\$227,899.56
1	⚡ SPLT_UHC_7302-03163_ELE	G1 - Garage 1	\$0.00	\$213,032.43
1	🔥 040-0010938-0846-Nat01	z_UCONN_Vendor Sources	\$0.00	\$199,201.00
1	⚡ SPLT_UHC_7302-11_ELE	L Laboratory	\$0.00	\$164,797.78
4	2 Park Place - CHI01	DAS_BillsTo	\$0.00	\$152,613.54

5. Here you need to filter by flag type to view flags. To Filter by flag type select the drop-down arrow under Flag type and scroll through the options.

- a. A Senior Sustainability Officer (SSO), Utility Manager, or Facility manager, will only be asked to view flags that fall under **“Facility Management”** which includes flags related to abnormal energy usage and billing entry errors. The Dept. of Energy & Environmental Protection (DEEP) Team and the EnergyCAP team will work to resolve all other flag types.



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Billing Period Data Calendarized Data Normalized Data Budgets Savings ENERGY STAR Energy Projects Properties **Flags**

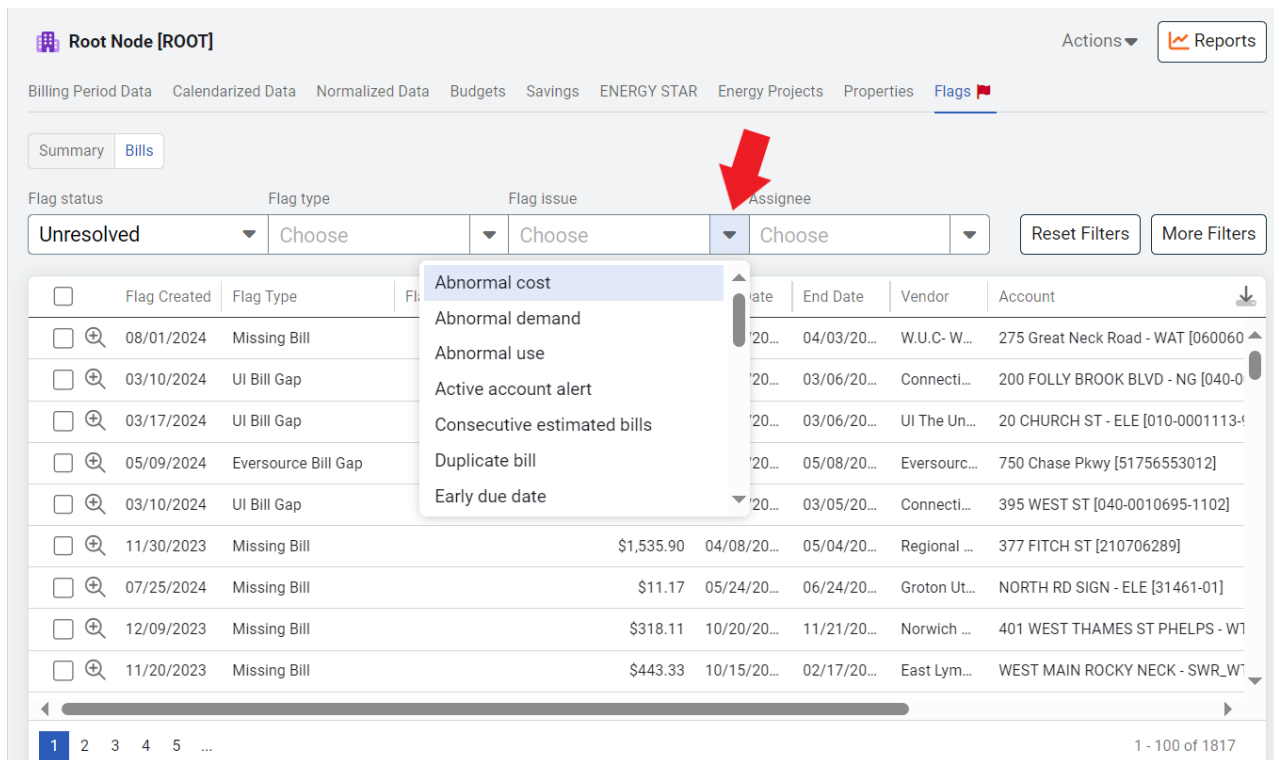
Summary Bills

Flag status: Unresolved Flag type: Facility Management Flag issue: Choose Assignee: Choose Reset Filters More Filters

Flag status	Flag type	Flag issue	Assignee	Bill Cost	Start Date	End Date	Vendor	Account
<input type="checkbox"/>	Audit Exception							
<input type="checkbox"/>	Billing Error							
<input type="checkbox"/>	Duplicate Bill							
<input type="checkbox"/>	Eversource Bill Gap							
<input type="checkbox"/>	Eversource Follow-Up							
<input type="checkbox"/>	Facility Management							
<input type="checkbox"/>	Instructions							
<input type="checkbox"/>	Facility Management	Jlmena Fernandez		\$16,973.06	03/08/20...	04/09/20...	Eversour...	1 Avon Mountain Rd - ELE [5170804...
<input type="checkbox"/>	Facility Management	Jlmena Fernandez		\$24,935.38	03/13/20...	04/11/20...	Connecti...	92 FARMINGTON AVE - NG [040-001...
<input type="checkbox"/>	Facility Management	Jlmena Fernandez		\$95.46	03/21/20...	04/23/20...	Eversour...	STORAGE GARAGE - ELE [51972772...
<input type="checkbox"/>	Facility Management	Jlmena Fernandez		\$1,311.63	11/30/20...	01/02/20...	Eversour...	S BRITAIN RD - ELE [51673993069]

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6. You can also filter by flag issue by selecting the drop-down arrow under **Flag Issue** and scrolling through the options. Filtering by flag issue can help you assess what issues are most prevalent for meters in your account and help you prioritize the most pressing concerns that need to be addressed. The majority of flag issues you will encounter on your accounts are the following:
- Abnormal Cost: The bill is significantly higher than expected for your account and usage patterns.
 - Abnormal demand: Peak demand is significantly high.
 - Abnormal use: Consumption differs significantly from historical consumption patterns.
 - Duplicate bills: Total bill cost equals the prior bill cost AND the start and end dates on the bills match.
 - Overlapping bills: One or more bills have overlapping start or end dates on the same account.



Root Node [ROOT] Actions Reports


Billing Period Data Calendarized Data Normalized Data Budgets Savings ENERGY STAR Energy Projects Properties **Flags**

Summary Bills

Flag status: Unresolved Flag type: Choose Flag issue: Choose Assignee: Choose Reset Filters More Filters

Flag Created	Flag Type	Flag Issue	Amount	Start Date	End Date	Vendor	Account
08/01/2024	Missing Bill	Abnormal cost		04/03/20...	04/03/20...	W.U.C- W...	275 Great Neck Road - WAT [060060]
03/10/2024	UI Bill Gap	Abnormal demand		03/06/20...	03/06/20...	Connecti...	200 FOLLY BROOK BLVD - NG [040-0]
03/17/2024	UI Bill Gap	Abnormal use		03/06/20...	03/06/20...	UI The Un...	20 CHURCH ST - ELE [010-0001113-4]
05/09/2024	Eversource Bill Gap	Active account alert		05/08/20...	05/08/20...	Eversourc...	750 Chase Pkwy [51756553012]
03/10/2024	UI Bill Gap	Consecutive estimated bills		03/05/20...	03/05/20...	Connecti...	395 WEST ST [040-0010695-1102]
11/30/2023	Missing Bill	Duplicate bill	\$1,535.90	04/08/20...	05/04/20...	Regional ...	377 FITCH ST [210706289]
07/25/2024	Missing Bill	Early due date	\$11.17	05/24/20...	06/24/20...	Groton Ut...	NORTH RD SIGN - ELE [31461-01]
12/09/2023	Missing Bill		\$318.11	10/20/20...	11/21/20...	Norwich ...	401 WEST THAMES ST PHELPS - W1
11/20/2023	Missing Bill		\$443.33	10/15/20...	02/17/20...	East Lym...	WEST MAIN ROCKY NECK - SWR_W1

1 2 3 4 5 ... 1 - 100 of 1817

7. To open and view a bill with a flag, simply click on the magnifying glass with the plus sign, , which will take you to a page where you can view that flag issue and bill details. You can also download bill details and open up the image of the bill by clicking the icons on the top right-hand corner.

June 2024
Bill ID: 1502989

Facility Management

Connecticut Water
CONNECTICUTWR
The Connecticut Water Company, P.O. Box 981015, Boston, MA 02298, United States

Batch
STATEOFCT\$20240712.15.17.23_X02

Account History | Timeline | Note | **Flag Details**

Kim Fulam 07/24/2024
Flag type changed to Facility Management. Assignees changed to Jilmena Fernandez, Wwarida Saulat.
Please review high use per day on this bill.

SYSTEM 07/19/2024
Bill flagged as Audit Exception.

Start 05/21/2024 End 06/19/2024 Days 29 Amount due \$301.79

Billing period June 2024 Due date 07/19/2024 Statement date 06/24/2024 Control code 5975902_CONNECTICUTW...

Accounting period 07 2024

ANG BLDG 15 - WTR 00080572-WTR

Daily Use (Calendarized) 1,275.862 gal $\uparrow 8,438.5\%$

Daily Cost (Calendarized) \$10.41 $\uparrow 155.8\%$

Unit Cost (Calendarized) \$0.008/gal $\downarrow 97.0\%$

Daily Basic Service Customer Charge \$ 114.55

Water Usage Use 37000 gal \$0.004650 / gal \$ 172.05

WICA Charge \$ 21.24

WRA Charge \$ -6.05

Total Cost \$301.79

8. While investigating the flag you can also assign flags to other team members and submit updates on the status of your investigation. You can find those options by clicking the **flag icon** on the top right-hand corner.

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Resolve
Assign
Update

9. After investigating the bill flag if you determine that energy usage or other concern is normal then you can resolve the flag by clicking the flag icon on the top right-hand corner and selecting **resolve**.

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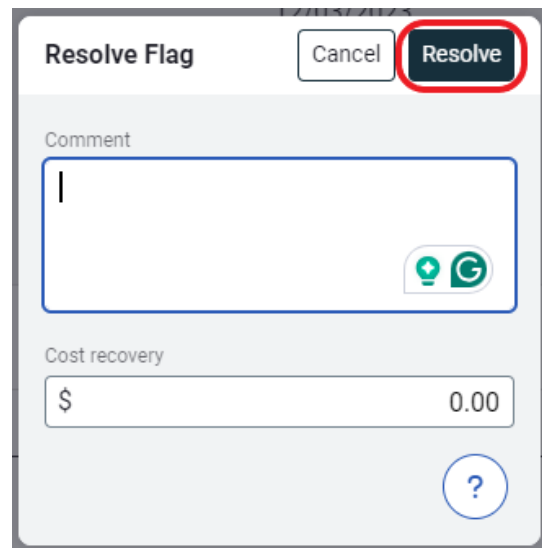
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Total Cost \$301.79

Resolve
Assign
Update

- a. In the small window that opens, please leave a comment clarifying the reason for resolving the flag and hit resolve.



The image shows a 'Resolve Flag' dialog box. At the top, there are 'Cancel' and 'Resolve' buttons. The 'Resolve' button is highlighted with a red circle. Below the buttons is a 'Comment' section with a text input field and a green circular icon containing a white 'G'. Below the comment section is a 'Cost recovery' section with a dollar sign icon and a text input field showing '0.00'. At the bottom right, there is a blue circular icon with a white question mark.

10. If you determine the agency was billed incorrectly, or that the bill is a duplicate bill, you can choose to void the bill by clicking more actions and selecting void. In cases where the agency is billed incorrectly you should contact the relevant utility(ies) for a corrected invoice. Once the agency receives that corrected invoice the agency will need to upload the corrected bill to EnergyCAP. For detailed instructions on how to upload bills please refer to the [scanning-guidelines.pdf](#) and the [Bill CAPture demo.](#)



The image shows the EnergyCAP interface for the State of Connecticut. The top navigation bar includes the EnergyCAP logo, the text 'State of Connecticut', and a user profile icon. Below the navigation bar, there is a section for 'June 2024' with a 'Facility Management' tab. The main content area displays bill details for 'Connecticut Water' (CONNECTICUTWTR). The bill is for 'June 2024' with a start date of '05/21/2024' and an end date of '06/19/2024'. The bill amount is '\$301.79'. The 'More actions' dropdown menu is open, showing options: 'Approved', 'Not Approved', 'Void' (highlighted with a red circle), 'Not Void', 'Stop Auditing Bills on this Account', and 'Reverse...'. The 'Account History' table shows the following data:

Account History	Timeline	Note	Flag Details
05/21/2024-06/19/2024	Jun 2024		\$301.79
04/16/2024-05/21/2024	May 2024		\$150.47
03/15/2024-04/16/2024	Apr 2024		\$201.65
02/14/2024-03/15/2024	Mar 2024		\$121.36
01/12/2024-02/14/2024	Feb 2024		\$138.25

For any questions or help you can go to the ENERYCAP [Bill audits overview \(energycap.com\)](#) site or email DEEP's GreenerGov team at: leadbyexample@ct.gov

Thank you for helping to ensure billing data is accurate for Connecticut!