



INVOICE VALIDATION

Accurate billing for energy usage is crucial for customers. However, discrepancies in utility bills can lead to significant financial and operational challenges.

HOW WE CAN HELP

With ever changing levies on the road to Net Zero, it has never been more important for businesses to understand how their bills work.

We use industry-leading software to check all charge lines on electricity, gas and water bills

Our Bill Validation team trap queries and manage errors through to resolution, taking the pain away from customers – we do the basics brilliantly.

Our price checking processes mean we always know the true cost of energy before it's billed, and our non-commodity cost analysis ensures we're prepared for any pass through reconciliations ahead of the billed date.

We have a tried and tested supplier management framework used across the Co-operative Group. Our supplier relationships mean we can provide the best query resolution for ourselves and our customers.

Dedicated supplier management means we will challenge suppliers on your behalf to ensure bills are accurate and credits are applied, or returned when they're not.

We understand how important it is to assign the right cost to your portfolio, so we've made our payment files customisable so your finance teams are comfortable with the end result.



Transparent Costs

**Customisable
Payment Files**

**Robust query
management**

Non-commodity insight

Bills you can trust



INVOICE VALIDATION

HOW IT WORKS

Our in-house Bill Validation team works closely with our Procurement and Supplier Management functions to provide the highest quality bill validation.

We check all energy and non-energy costs on a bill. Our system cross-checks charges to ensure your agreed contracted rates match what the supplier has billed.

Our software enables us to check for all elements of the bill which could cause incorrect costs to be applied. We trap errors early in the process and work with our suppliers to ensure you are billed correctly. We have worked with our database provider for over 5 years, optimising how we use the system to get the best results in a timely manner.

Our partnership has supported the development of their system based on our customer needs.

We make use of effective reporting to trap missing bills and bills which overlap. Our database will clearly show a final bill so you can be confident when a COT has been actioned.

REPORTING

Bill Quality Reports help you see how much of your consumption is estimated, giving you better data insights into your sites.

Consumption variances are flagged so our team can query any meter reads on the bill. Helping you to save money and pinpoint faults with meters early.

We understand how important billing summaries are to customers. You need to engage stakeholders with the right level of information. Our payment files are designed to be accessible for multiple users. The front-page summary gives a high-level overview of the monthly invoice, including total consumption, Net and VAT. The detailed sheet provides cost and consumption analysis at site level.

Our non-commodity and reconciliation reports work alongside our payment files to keep our customers informed. This helps to mitigate bill shock so you can best manage your stakeholders.

VALUE ADDED SERVICES

Customers can choose their own tolerances for bill validation parameters, so you can trust you are getting the best bill analysis.

Our accrual service is available on request and is designed to best help your business plan for the future and mitigate unforeseen costs.

