

Frequently Asked Questions:

Make the Most of Enel X's Utility Bill Management Solutions

Enel X's cloud-based utility bill management (UBM) solutions give you the visibility and tools you need to plan more effectively and better manage your energy spend. To ensure you're getting the most out of our software, we've put together some frequently asked questions about UBM:



What commodities are included in utility bill management with Enel X?

Enel X can process just about any energy, commodity, or environmental metric for which the customer receives a bill. Common accounts include: electricity, natural gas, water, sewerage, delivered fuels, waste, and recycling.

Can Enel X access bill data directly from the utility through electronic data interchange (EDI)?

Yes. Provided the EDI file contains all individual bill line items applicable to your supply tariff structure and are received in a consistent format, Enel X can directly access your bill data.

How does Enel X help streamline utility payments?

For customers that work with Enel X on a pre-pay basis, we help your organization streamline the accounts payable (AP) process by providing files to load directly into your internal AP system so you can generate payments. Standard AP files contain information on: invoice number, utility type, vendor name, customer location code, billing period, invoice date, payment due date, and amount owed. Customized AP file formats are available for an additional charge.

How can customers transfer utility bill data from their existing UBM provider to Enel X?

Enel X can write an extract from an incumbent provider if the correct level of tariff line-item detail is available on the incumbent's system. Otherwise, Enel X can process and upload historical bills accessed from you directly, or from your previous UBM provider.

Does Enel X retain a copy of the bill image for users to access at a later date?

Yes. All original bill images are stored and can be accessed through the application at any time. All historical bill images are available for download through the site account and details pages.

Does Enel X validate historic bills that are brought into the application during setup?

All historical bills that are processed and uploaded into the application are validated for accuracy. Enel X will provide a report of any bill errors identified on historical bills and if a letter of authorization (LOA) with the supplier is in place, our Utility Liaison will follow up with the utility on your behalf to resolve any bill errors.

What happens if there's an error on a bill? Will Enel X follow up with the supplier?

Yes. Any potential bill errors identified through our validation process will be reviewed by our Utility Liaison staff. If there is an error and an LOA with the supplier is in place, the Utility Liaison will follow up directly in order to have that error corrected before payment is made. If for legal or any other reasons it is necessary to pay the bill, even though it is wrong, Enel X will log details of the expected credit and ensure that it is reflected on the next bill for the same account.

Can data be exported from the application?

Yes. All analyses and reports can be emailed, exported to Excel, or downloaded in PDF format.

What happens if bills are redirected to Enel X but the utility forgets to send one? Is there a risk of incurring a late fee?

For customers that work with Enel X on a pre-pay basis, our database monitors the frequency of invoicing for any given account. If an invoice has not been received by us by the expected date, our dedicated supplier call team will notify the supplier to ask for a copy of the invoice to be sent and to request an extended payment due date, if necessary.

What happens if Enel X gets a reminder notice?

Reminder notices are the first sign that a supplier has not received an expected payment; this alerts our team that the bill needs to be dealt with on an urgent basis. Enel X will follow up on any reminder notices received at our scanning centers by making sure that the invoice has been received from the supplier, processed, and sent through for payment. If we have reconciliation files indicating the payment has been made, we will liaise with the supplier to help them allocate the payment. If we have no reconciliation file indicating that the payment has been made, we will contact you to alert you to the reminder notice.

If you receive a reminder notice directly, you will need to contact Enel X as this may indicate that the supplier has incorrectly changed the billing address back to the customer site.

How long does it take to process bills?

Bills are normally processed and loaded online within 72 hours of receipt, unless they fail our validation process. If an invoice fails the validation process we will attempt to conclude any investigations within 72 hours. We will then either make the invoice available in the application or arrange for the supplier to send a replacement invoice.

Is any particular hardware needed?

There is no need for any special hardware. As a software-as-a-service (SaaS) application, a valid username and password provides access to the system from any computer with an internet connection.