

Invoice Management.

Managing your energy accounts end-to-end.

Accurate data is essential to ensure effective energy management.

Smart Power offers a comprehensive range of energy management services to make sure you're always charged the correct amount and receive prompt payment discounts as well as resolve any disputes with retailers on your behalf.

We also act as a central point to coordinate power supply to new sites, close redundant accounts when moving premises and deal with any outage notifications and power quality issues.

Our Invoice Management process handles all the administration relating to various energy invoice types, including derivative contracts, and can allocate costs by cost centre or site.

At Smart Power, we reduce your administrative tasks to let you focus on running your business and we help manage the risk around your energy spend.

At Smart Power, we tailor our services to meet your specific needs and budget.

Account Management.

Engage one of our experienced Account Managers to manage your portfolio, liaise with any supplier(s) and resolve any issues with relevant stakeholders.

Their expertise guarantees a streamlined administration processes by:

- Dealing directly with your supplier to resolve issues.
- Processing all correspondence and queries from supplier(s).
- Managing site switches - setting up and closing accounts with your supplier(s).
- Processing planned outages and restoring power during an unplanned outage.
- Supporting the new connection process.
- Answering staff queries and supporting reporting requirements.

Accurate Data Management.

We use a sophisticated database to capture your historical data and liaise directly with your supplier(s) to record monthly invoice information. Data management allows timely access to relevant information and reports as well as identifies anomalies in energy usage and invoice transactions.

Verification.

Our comprehensive verification services ensures:

- Accurate energy charges.
- Accurate network charges.
- Accurate meter readings and invoice dates.
- Regular actual reads rather than estimates.
- Discounts for prompt payment.

Benefits:

- Efficient and cost-effective service.
- No over- (or under) payment of invoices.
- No 'catch-up' invoices.
- Issues identified and resolved quickly and cost effectively.
- Significant changes in energy usage identified for action.

Hedges.

For clients with electricity hedging arrangements, we:

- Verify the hedge settlement against spot market prices.
- Allocate cost against affected accounts.
- Create a single electronic upload for your finance system.

Benefits:

- Hedge invoices are verified prior to payment.
- Hedge settlements can be allocated on a site by site basis.

Payment – streamline the AP process.

Smart Power produce an electronic invoice summary file customised to your needs. Clients can either use the electronic file to pay retailers, or we can pay your suppliers directly to significantly save time and money administrating and reconciling multiple sites within your portfolio.

Benefits:

- Accurate management of accounts payable process.
- Pay invoices on time to secure discounts.
- Save on administration costs.
- Avoid chasing, reconciling and paying monthly invoices.

End-to-end Invoice Management – features & benefits.

- Reduces overpayment risks.
- Saves staff time and administration costs.
- Expert support and advice on industry reforms.
- Fixed fee service available.
- Streamlines finance, property, energy and sustainability portfolios.

What our clients say.

“The world of retail energy is highly complex; even as a relatively small water utility we have hundreds of accounts, dozens of tariffs across two distributors and two major energy contracts. In fact, within our energy portfolio, there are over 22,000 opportunities for mistakes – then, when you consider we were processing over 2,000 energy invoices per year, we really felt that we didn't have a handle on the situation.

Basically, energy is our number one operating cost and our confidence to manage and control that cost was very low. We approached Smart Power to get that confidence back. We went to them with two specific goals – to reduce our energy management cost and our energy price.

With respect to the first aspect, Smart Power was able to reduce the administrative burden associated with managing our 460+ energy accounts by around 0.6 FTE; similarly, ongoing account verification guaranteed that we were being charged the correct amount by our energy retailer, yielding tens-of-thousands in annual savings (far more than the cost of the service). On the price front, we engaged Smart Power separately to complete a tariff review to ensure that each energy account is positioned on the most advantageous network tariff – the savings tallying into the tens-of-thousands.

Given the inertia of the energy industry, lengthy invoicing cycles and the volume of complex data involved, we were aware the transfer from in-house to Smart Power would not be instantaneous, although the transition was at all times congenial and professional. With both our Energy Team and Accounting Team engaging with Smart Power regularly, at all times we felt that they were the paradigm of customer service, working to help us and for our best outcome.

The truth is, we're a water utility; we focus on that and we do that very well. Over decades we have developed highly robust systems to supply healthy drinking water and treat wastewater in an environmentally sustainable way; thanks to Smart Power, we now have the same confidence in our energy portfolio as we do in our 56 treatment plants.”

– **Nathan Epp** *Senior Engineer, Energy & Commercial Projects*



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