



# **Making Utility Data Accessible: Proactively Manage Energy**

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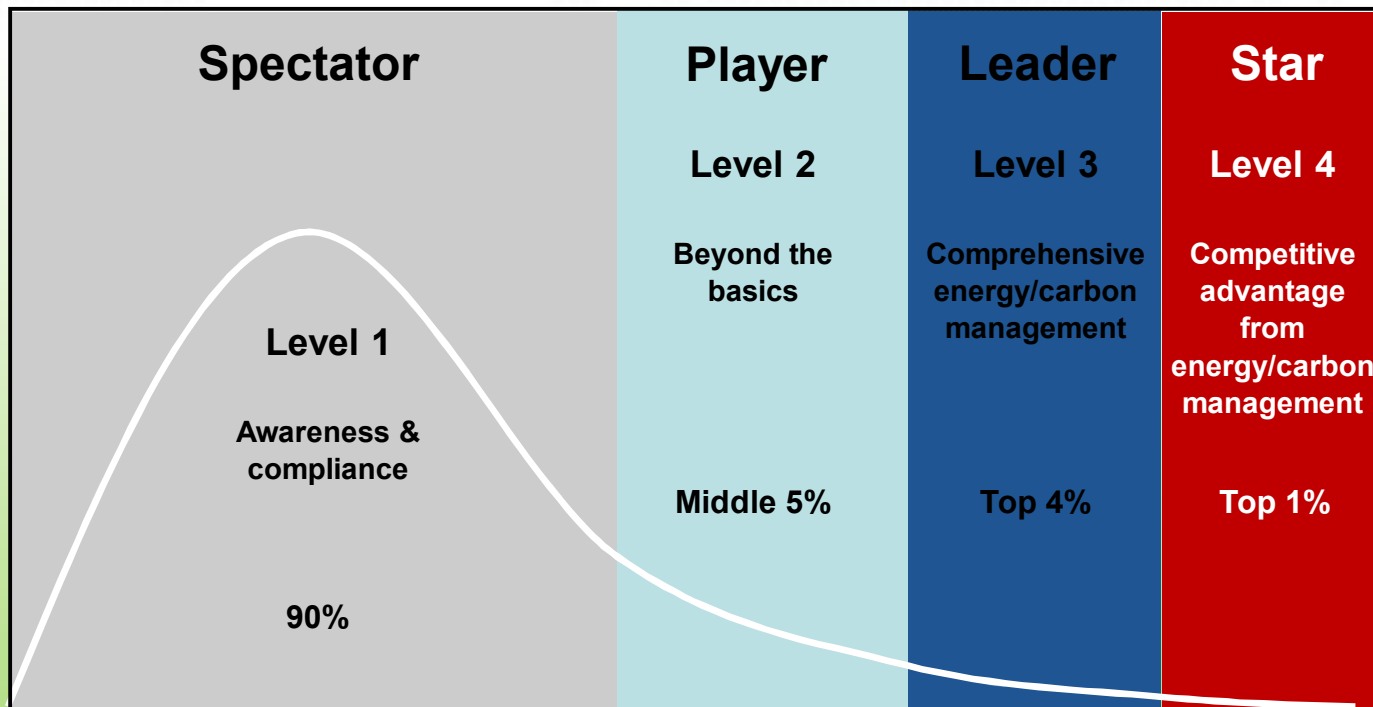
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# Making Utility Data Accessible

- ” The Problem
- ” Energy Management Process
- ” Role of Utility Billing Data
- ” Customer Challenges to Implementing
- ” Utility Bill Data Accessibility Working Group (UBDAWG)
- ” National Energy Strategy
- ” Summary

# 360 Energy – Customer Performance

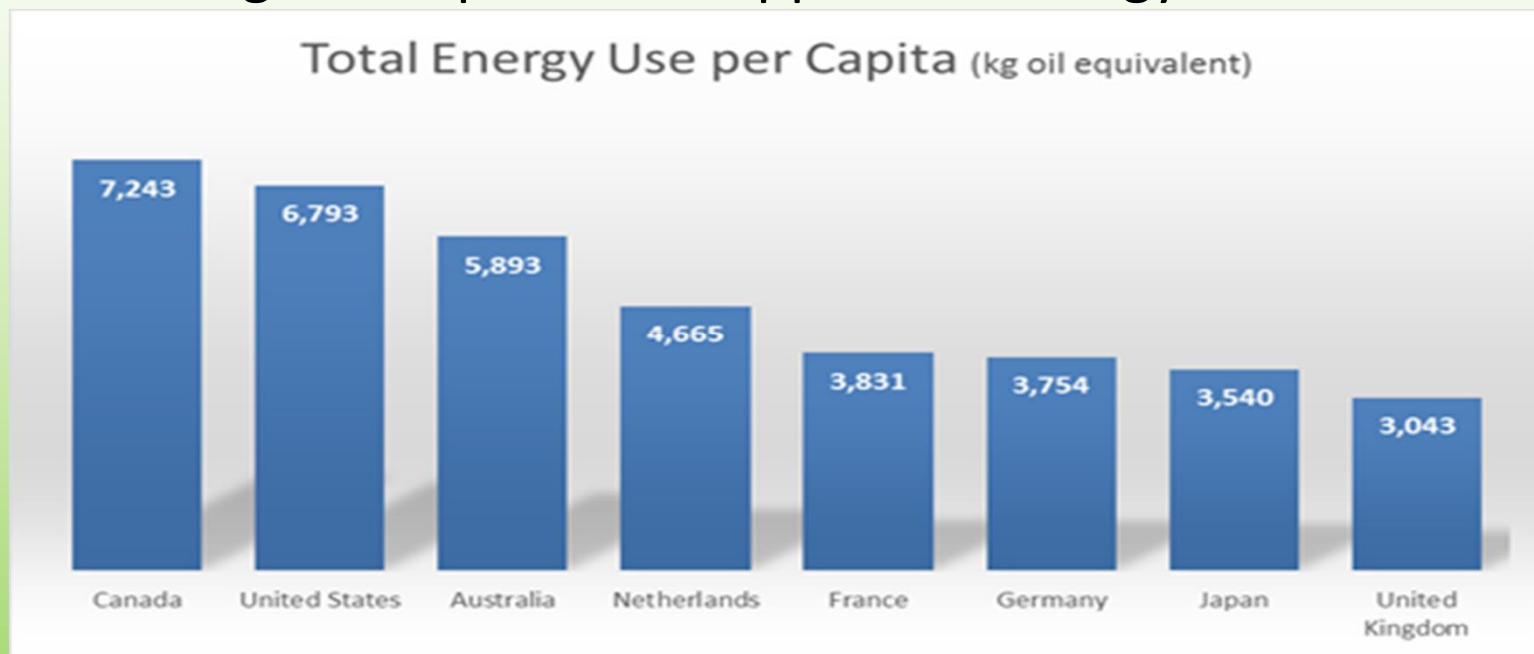


# CRISIS IN CANADA



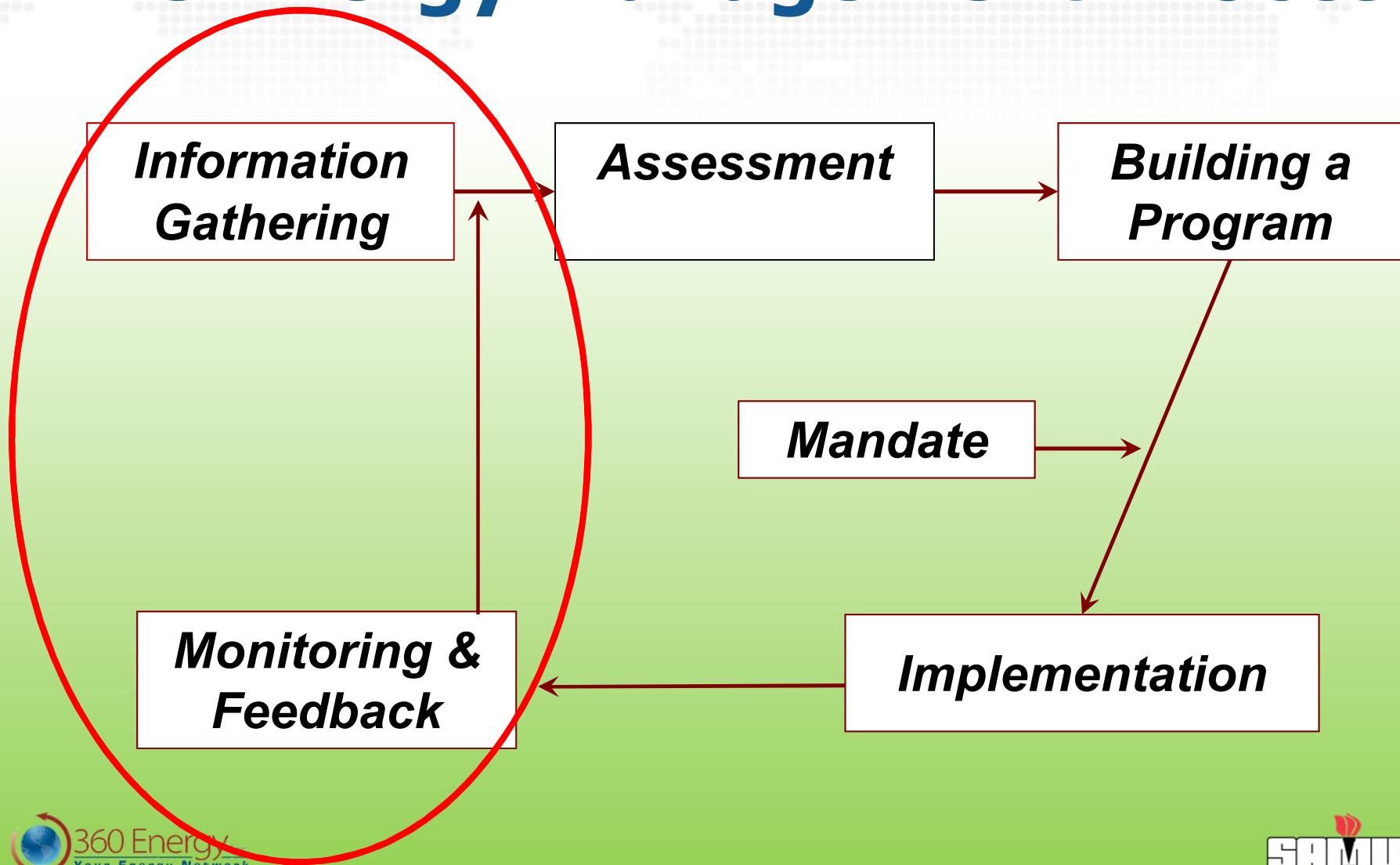
# The Problem

- Energy costs are not controllable
- Technology/capital expenditures seen as the fix
- Incentive mentality
- No management processes applied to energy



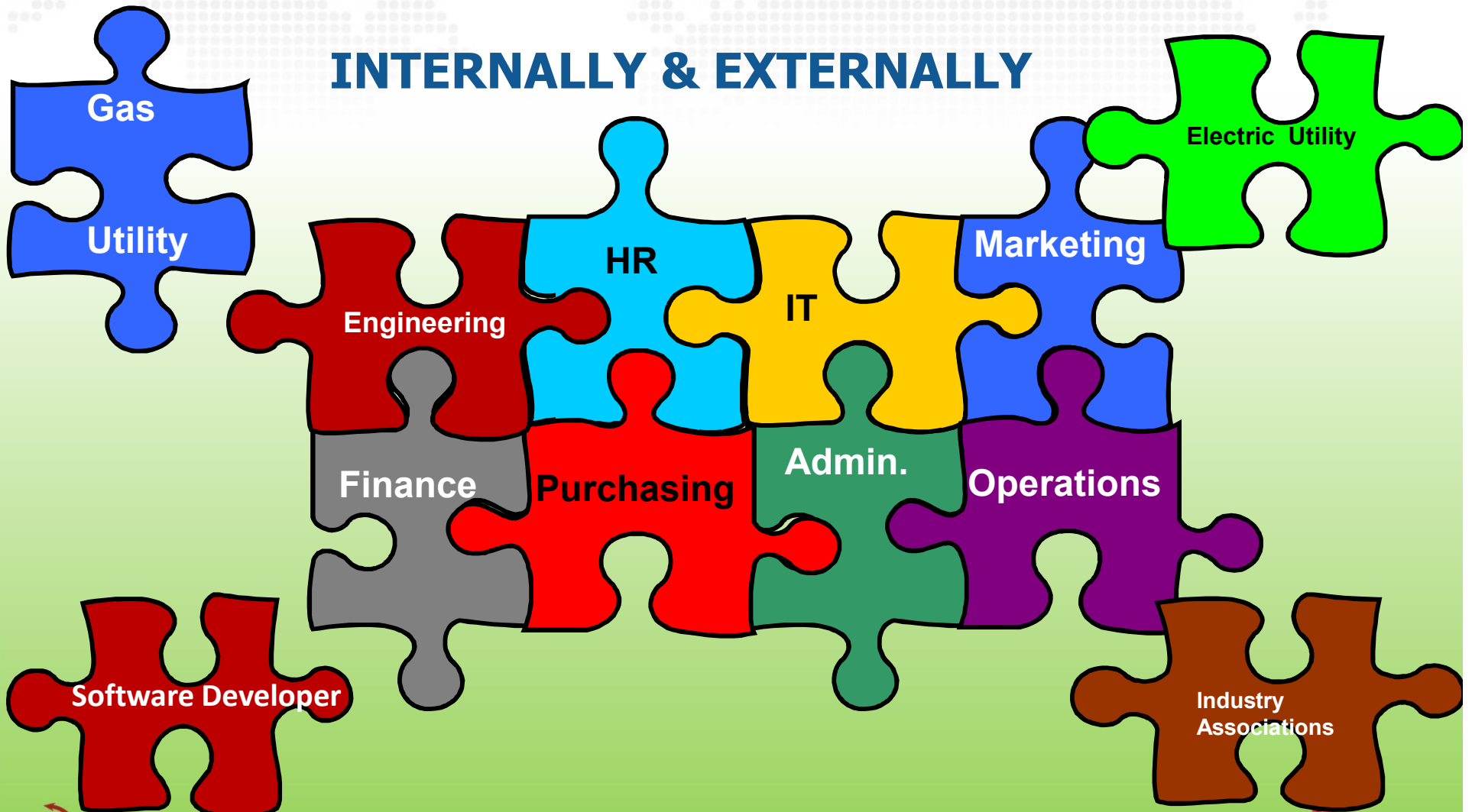
**A disciplined approach to energy management is required**

# The Energy Management Process



# Information Sharing – The Role of Utility Billing Data

INTERNALLY & EXTERNALLY



# Information Gathering - Utility Bill



HYDRO CUSTOMER  
STATION L6L L6L

Number	04/13/2010	05/04/2010	21	A	000000	001600	M-1	kWh	1600 0000	1678 8600	1 0493
E-OAK999999	04/13/2010	05/04/2010	21	A	000000	001600	M-1	kWh	1600 0000	1678 8600	1 0493
Z-DUMMY0000	04/13/2010	05/04/2010	21	A	000000	000054	S-15	m3	54	54	

Account Number	174735-00
Amount Due	\$ 293.49
Due Date	May 29, 2010
Amount Paid	<input type="text"/>

Payable at most Financial Institutions  
Return this portion with your payment

0000174735001 20100529 00000029349 0 00000029349 0





# Utility Bill Complexity.....

## Details about your new gas charges

Customer Charge	587.37
Contract Demand Charge 8,400 m3	1,924.44
Delivery to you	451.68
Load Balancing Charge	147.83
Cost Adjustment	24.31
Direct Purchase Admin Charge	75.42

## Commodity Charges

Description	Volume (GJ)	Price (\$/GJ)	Gas Cost (\$)
Billing Period: Jan 01, 2011 - Jan 31, 2011			
GAE Fixed Price Purchases	2,689.55	3.87	10,408.54
GAE Daily Index Purchases	3,198.74	3.78	12,096.62
ATCO OPR Fee	5,888.29	0.06	329.74
Management Fee	5,888.29	0.09	529.95
Gas Cost Billing Adjustment	5,888.29	0.01	88.32

## Meter Reading(s):

PLEASE TEAR HERE

Meter Number:	17547	From:	Aug 1, 2013	To:	Aug 31, 2013
Billing Multiplier:	1	Previous:	0.000000 kWh	Present:	485,468.800000 kWh
Adjustment Factor:	1.043658	Metered Qty:	485,468.800000 kWh	Billed Qty:	506,663.396870 kWh
Demand (kW):	963.200000	Demand (kVA):	1,015.990000		
Demand 7-7 (kW):	963.200000	Demand 7-7 (kVA):	1,015.990000		

## Prior Billing:

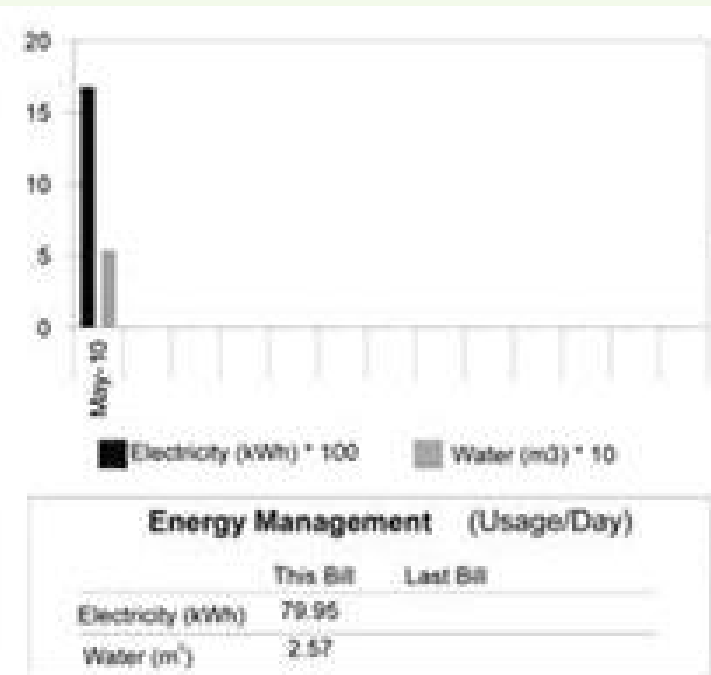
Balance from previous bill	64,702.80
Less payment(s) received	-64,702.80
<b>Balance forward</b>	<b>\$0.00</b>

## Your Electricity Charges:

### Electricity

Cost of Power (506,663.396870 kWh @ \$0.02275980/kWh)	11,531.56
Global Adjustment (506,663.396870 kWh @ \$0.040130/kWh)	20,332.40
Delivery Charges	12,090.68
Regulatory Charges	2,837.57
Transformer Allowance	-577.92
Debt Retirement Charge	0.00
HST 87249 8225 RT0001	6,007.86

**Subtotal: \$52,222.15**



# Multi Site Customer Challenges

**Question:** How long and how much does it cost to manually collect data from a utility bill?

Example:

- “ 695 accounts for hydro, gas and electricity for all locations
- “ Approximately 8400 bills received per year
- “ Time required 0.5 FTE



**= approx. \$20,000 annually just to capture data!**

# A Solution

## Utility Bill Data Accessibility Working Group (UBDAWG)





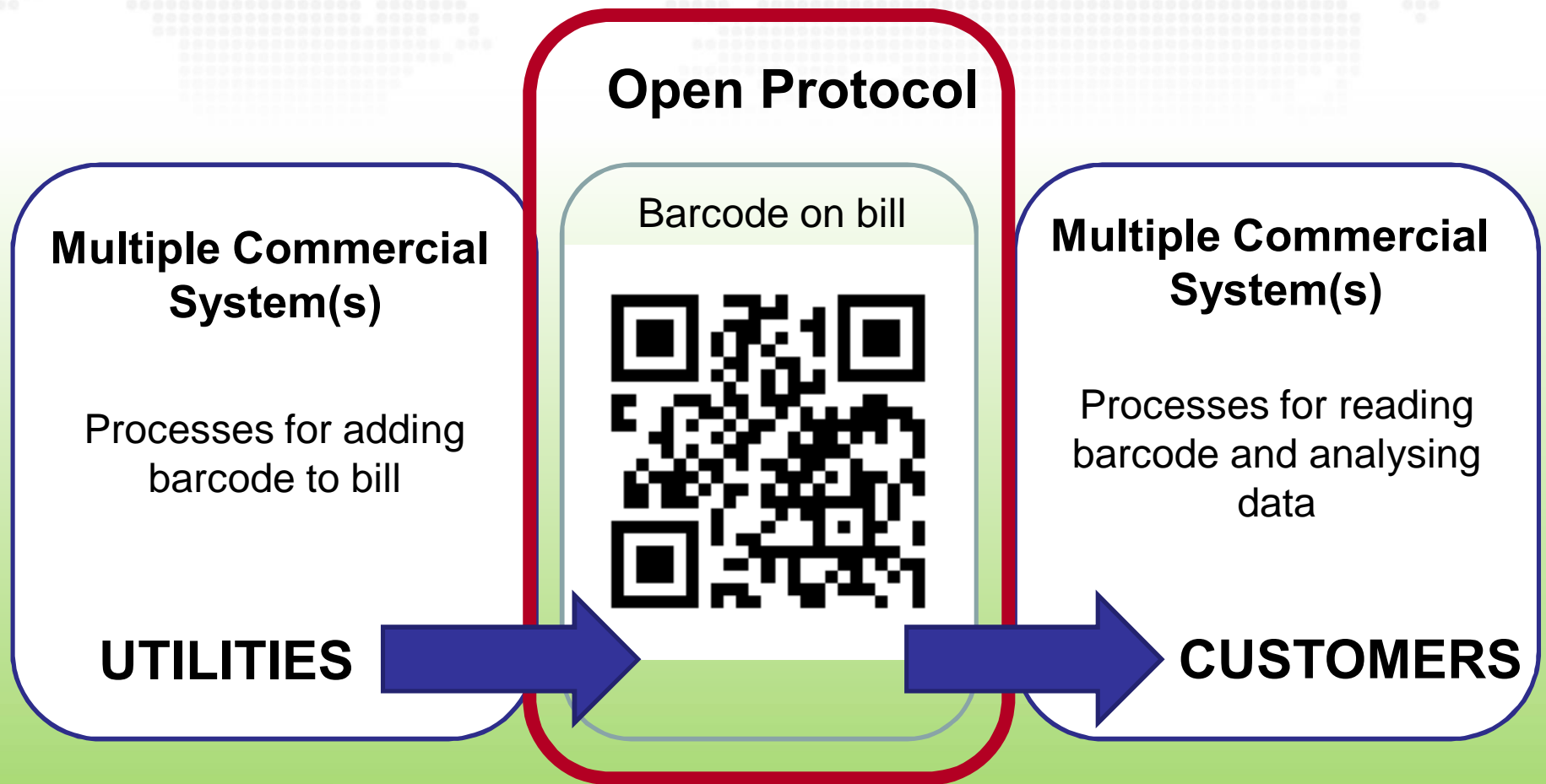
# UBDAWG

## ➤ Potential Solutions

- *On-line billing information (Utility websites)*
- *Green Button*
- QR Code
- Electronic billing
- Electronic Data Interchange (EDI)

**Recommendations to be made by end of 2015**

# Universal & Open Protocol



# Canadian Energy Strategy

## GOAL AND ACTIONS

### GOAL 3.1

Improve quality of energy data across Canada.

#### ▶ Action 3.1.1

Collaborate with stakeholders in the energy sector to identify possible improvements to the identification, collection, and management of energy data, including greenhouse gas emissions in Canada.

### GOAL 3.2

Increase awareness and understanding of energy in Canada.

#### ▶ Action 3.2.1

Encourage interested sectors and stakeholders to take a leadership role to improve access, encourage understanding, and use innovative methods to present and disseminate energy data, including greenhouse gas emissions and information to all users.

**10%** **Canada's**  
Gross Domestic Product



Almost **ten per cent** of Canada's Gross Domestic Product (GDP) is from the **energy sector**.



**Hundreds of thousands of Canadians**

are indirectly employed in **industries that support the energy sector**, such as financial services, engineering services, construction and equipment manufacturing.

## WORKING IN PARTNERSHIPS TO IMPROVE ENERGY INFORMATION IN CANADA

Reliable and credible information sources currently exist. Improving access, awareness, and understanding of energy must extend beyond information provided by government.

### INITIATIVE:

Improve the availability of reliable and credible energy information, including utilities data, and explore consistent approaches to energy data collection and management across Canada by working in partnership with energy stakeholders, industry, and other sectors.



# Summary

- ✓ **Increase energy literacy throughout your organization**
- ✓ **Make energy usage and pricing transparent throughout your organization**
- ✓ **Have your organization fully utilize monthly utility billing in managing energy**
- ✓ **Maintain a focus in your organization on managing energy**



# Thank you!

For further information, please contact me at:

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