

**12th Annual ISM Services Conference  
December 1, 2011**

**Roundtable Notes**

*Utilities*

**What is the greatest challenge in contracting various elements of this category?**

- Invoice auditing opportunity
- Cable – challenge = lack of competition
- Deregulated markets – difficult for utilities to complete the agreements; 5-6 weeks even after you've agreed to their boilerplate.
- Water usage incentives for lower water usage.
  - Change landscaping
  - Two-stage toilet flushing
  - Renewable energy
  - Sustainability
- Challenge related to cost of environmental requirements and balance with customer cost.
  - PV
  - Hydro
  - Wind
  - Smart metering
- Concerns with consolidation of sources of supply and how will that affect cost.
  - Differentiation in service
- Demand side issue
- Is it possible to buy energy without a broker?
  - 10-20 cents - east coast\*
  - 16 cents - Texas\*
  - \* without a broker
  - Success story: 6 cents with a broker – also audit invoices; energy consultant
- Utility bills processing:
  - Cass and Vista advantage – companies that handle utility bill payments.
  - Value is there for what is paid to them.
  - Also provide variance thresholds to watch for variance over previous year.