

Retail Energy Billing Software

BUYER'S CHEAT SHEET | Uncover total cost, expertise, market readiness, and post-sale support.

Choosing the right billing platform requires more than comparing feature lists. Use these questions to test what is truly included, who will guide the implementation, how well the vendor understands your markets, and what support you can expect after go-live.

01 | What does the quoted price actually include out-of-the-box?

FOLLOW-UP QUESTIONS

- Which capabilities are included in the base solution today, without custom development?
- Are complex billing needs included in the quoted price, or are they priced separately?
- Are there one-time fees, monthly fees, data storage fees, data retrieval fees, or subscription costs that may be added later?
- Can the vendor demonstrate the functionality live, rather than simply confirming that it is possible?

02 | Who will be advising us and what real retail energy experience do they have?

FOLLOW-UP QUESTIONS

- Has the team presenting or supporting the solution worked inside a retail energy provider?
- Have they used, operated, or managed retail energy billing systems in real business settings?
- Can they speak from firsthand experience about the operational pain points retailers face?
- Will experienced industry practitioners be involved after the sale, or only during the sales process?

03 | How involved is the vendor in the retail energy markets we serve?

FOLLOW-UP QUESTIONS

- Does the vendor actively participate in market committees, working groups, or industry forums?
- Do their experts help shape or stay close to market rules, process changes, and regulatory requirements?
- How does the vendor keep its software aligned with market changes over time?
- Can the vendor explain how its market expertise reduces implementation risk and future operational burden?

04 | What kind of support will we receive after the sale?

FOLLOW-UP QUESTIONS

- What support is included with the standard software agreement?
- Are there different levels of support, and what does each level include?
- Who will respond when our team has a problem: a general help desk, a dedicated account team, or people with retail energy experience?
- What are the expected response times for urgent issues?
- Can current customers speak to the quality, responsiveness, and expertise of the support team?