

Commercial and Industrial Energy

Win and Keep Customers by Delivering Accurate, Transparent Advanced Billing. Purpose-built solution enabling billing and settlements for modern, multi-component product structures at scale.

Overview

Data centers, crypto mining, and other advanced manufacturing endeavors are driving energy demand growth. This growth is particularly strong in deregulated markets where competitive pricing, retail choice, and flexible contract structures create favorable conditions for large consumers who increasingly require complex, tailored energy products to save costs.

ESG Titanium Billing™, a key component of the ESG Titanium Platform™, automates invoicing for bespoke contract terms, dynamic price components, and multi-site portfolios, eliminating reliance on manual, error-prone spreadsheet processes that slow cash flow and introduce settlement risk.

Improve Life Cycle Billing

Learn how ESG Titanium Billing can transform your retail energy operations.

esgglobal.com/demo

Retailer Benefits

Accuracy and Streamlined Operations for Retailers and Customers

Commercial and industrial (C&I) consumers often devote significant resources, including third-party consultants, to analyze and reconcile energy bills. With invoices ranging from thousands to hundreds of thousands of dollars, even minor inaccuracies can erode trust, trigger disputes, and delay payment cycles.

Titanium Billing serves as a single source of truth for contract and settlement data, giving retailers and customers self-serve access to data, greater confidence in billing accuracy, and seamless automation. With Titanium Billing, retailers can automate validation and reconciliation workflows to streamline the bill review process, shorten dispute resolution timelines, and materially reduce the operational burden on both customers and brokers.

Conserve Operations Resources

Substantially save on resources by virtually eliminating manual processes and spreadsheets, and alleviate research-intensive analysis. Replace custom, in-house billing solutions that are complicated to build and maintain with proven automation.

De-Risked Revenue Assurance

As a unified System of Intelligence, the ESG Titanium Platform captures interval usage, aggregates settlement data, and delivers the auditable reporting required for precise reconciliation and regulatory compliance. Without the benefit of such a reliable system, retailers can face loss of revenue due to unbilled load, misapplied rate components, or overlooked pass-through charges. These issues can quietly accumulate into tens of thousands of dollars in lost margin when dealing with complex tracking requirements. Titanium Billing minimizes this risk and delivers a system that retailers and their customers can count on.

Features

Retain Customers and Enhance Loyalty

Accurate, timely billing builds customer satisfaction and boosts retention and reputation. C&I customers capture every dollar of savings from advanced energy plans like time-of-use, block and index pricing, and sophisticated hedging options. Retailers who easily integrate these and other industry tools, such as renewable energy credits, demand response, and distributed energy resources, help customers seize opportunities as the market evolves. Settlement cost allocations give customers a clear, detailed look at every pass-through and fixed charge, creating a confident, transparent partnership.

ESG's customizable, flexible billing solution equips providers to stand out as forward-thinking allies dedicated to helping customers optimize costs and stay ahead in a rapidly changing energy world.

Advanced Billing

Titanium Billing delivers built-in support for complex billing needs, including block and index, load following, hedges, locks, swing, on-peak/off-peak, hourly, banding, and time-of-use structures. ESG recognizes that C&I customers require flexible energy products and tailored pricing models. Titanium Billing enables retailers to configure and implement customized billing solutions using proven building blocks, helping to optimize costs and streamline deployment.

Real-time Data Access Through Database Replication

Retailers can access near real-time access to interval usage, billing determinants, and settlement data with ESG Titanium Database Replication (DBR). DBR prevents reliance on end-of-month reports, allowing retailers to monitor usage, perform variance analyses, identify trends, and improve load forecasting and reporting as needed. Up-to-date data is delivered to other business systems directly from the Titanium system of record. Data access is further enhanced with client and customer-facing portals.

ESG Settlement Data as a Service

ESG Settlement Data as a Service takes the headache out of handling complex ISO settlement data, whether from a single ISO or across multiple ISOs simultaneously, e.g., ERCOT, PJMISO, MISO, ISO-NE, and NYISO. ESG automates data retrieval and processing, giving retailers reliable access to clean, normalized single or multi-ISO data for reporting and analysis, essential for dependable, on-time billing. With proactive monitoring and fast issue resolution, retailers reduce risk and stay compliant with market rules.

Settlement Cost Allocations

Currently for ERCOT, Titanium Billing provides clear, detailed breakdowns of fixed and pass through cost components like energy, capacity, ancillary services, transmission, distribution, and other market charges, giving customers full transparency into every charge. With easy access to invoice history, granular allocation data, and in-depth cost analysis, users can quickly drill down into what drives each expense. This enables more accurate budget forecasting and strengthens REP–customer–broker trust by making settlement allocations fully traceable and understandable.

Robust API Library

Titanium offers nearly 1,000 APIs, supporting innovative, custom product solutions and integration with third-party systems and enabling actions and analysis across the customer life cycle. This wide range of APIs gives retailers the flexibility to design their own pricing and billing structures using building blocks from Titanium Billing.



10M+

Meters in
North America



250M+

North American
Retailers



200+

Utilities in Production

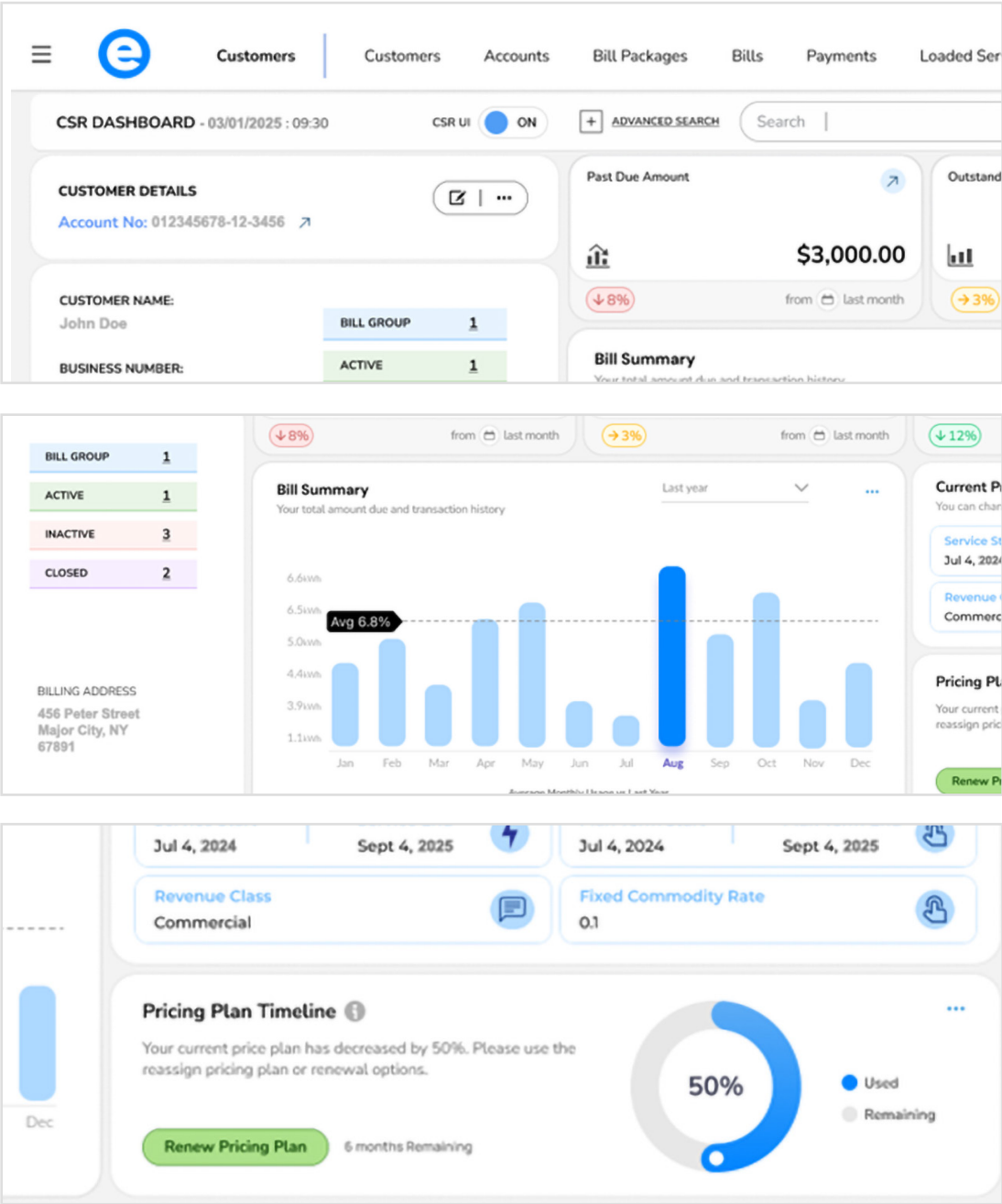


4000

Trading Partners
Utilities, Retailers,
Banks and More



Screenshots



For more information and to request a demo, visit esgglobal.com

About ESG Titanium Platform

ESG Titanium is the modular retail energy platform that empowers energy suppliers to grow their portfolio and optimize operations. Titanium includes transaction management, billing, and customer engagement.

About ESG Titanium Billing

Titanium Billing is a software suite that enables energy retailers to perform key activities spanning full residential and commercial & industrial customer life cycles, from pre-enrollment, billing, and payments through renewals.