

Customized Energy Solutions

Analyze · Simplify · Implement

Complex Billing Delivered at Scale

How CES | BLUE delivered bespoke, enterprise-grade billing for one of the most demanding retail energy clients in the market, no custom development required.

Retail Energy Provider	A large global energy retail supplier
Industry	Retail Energy / Power Supply
Markets	PJM, ERCOT, NYISO, CAISO
Challenge	Enterprise-scale billing across tens of thousands of meters with highly complex, individualized pricing structures
Solution	CES | BLUE — bespoke billing configuration, zero custom development required

The Challenge

When one of the world's largest energy companies expanded its retail power operations across multiple U.S. markets, it brought a level of billing complexity that no other billing platform could handle.

CES|BLUE allows this REP to deliver invoice-level transparency at the most granular detail available to dedicated large industrial and data center energy managers. Every account carried its own highly negotiated pricing structure. Billing runs at 15-minute and hourly intervals. And every month, the BLUE platform processes and produces invoices for thousands of meters simultaneously across four ISO markets.

The numbers tell the story: tens of thousands of complex bills each month informed by hundreds of thousands of transactions, interval usage data, and detailed ISO settlement report data where every number is ingested and validated before billing.

But raw volume only tells part of the story. The real complexity lives inside each invoice.

BLUE provides nearly unlimited flexibility to REPs who can incorporate into their products an unlimited number of distinct ancillary service (AS) bundles, each representing an unlimited number of individual components. For this REP, BLUE generates over 60 million different AS rates monthly, each of which is validated before billing. A typical single pass-through product's monthly invoice contains 20,000 to 40,000 determinants. For the most complex accounts, BLUE uses over 200,000 determinants to produce a single monthly industrial client invoice.

>200,000

Unique determinants required for a single invoice

A full pass-through product with three blocks — one invoice, one month, one account

No other outsourced SaaS billing platform can do this. REPs focused on data centers or industrial loads require a system capable of handling extreme data complexity, adapting to market changes without development cycles, and doing it all reliably and transparently, every single month.

Key complexities included:

- Tens of thousands of meters, each requiring a unique product structure and billing logic
- Unlimited ancillary service bundles with unlimited number of components
- 15-minute and hourly interval data requirements across six ISOs
- Resettlement billing applied to one-third of all invoices, calculated by market-specific rules
- Block billing across tens of thousands of invoices per month, with dynamic allocation by hour, fixed percentage, or manual entry
- Summary billing across multiple legal entities and billing accounts
- Rapid adaptability required when ISO statements change, as proven during Winter Storm Uri

The CES | BLUE Solution

CES brought this client onto the CES | BLUE SaaS platform and configured a billing environment capable of handling a level of complexity that other vendors cannot deliver without long-lead custom development. CES delivered it through configuration alone.

Configuration, Not Custom Code

The foundation of the solution was CES | BLUE's ability to build highly individualized product structures for each account without writing a single line of custom code. Where other platforms treat unique billing requirements as development projects, with queues, timelines, and cost overruns, CES | BLUE treats them as configuration. Fast. Repeatable. Scalable.

This distinction matters more than it might seem. When a client's needs evolve, new charge codes, ISO rule changes, additional line items, the CES team can adapt in days, not months. No development queue. No change order. Just execution. As CES' REP clients grow over time, functional requirements generally grow as well: starting with foundational billing, then 15-minute or hourly interval granularity, then full resettlement processing. Each evolution can be delivered through configuration.

Ancillary Services at Unprecedented Scale

CES | BLUE can manage an unlimited number of distinct ancillary service bundles. Each bundle can have a unique set of components spanning sub-hourly, hourly, and daily intervals, by congestion zone, by calculation method, and by account. New bundles are added to the system as ISO statements change, with no development work required. When Winter Storm Uri reshaped ERCOT's settlement landscape, CES adapted quickly.

Resettlement Processing

As with this REP, larger end-use customers often require complex resettlement billing recalculating charges by market-specific rules after initial settlement. CES | BLUE handles resettlements as a single-dollar net adjustment backed by a full detail sheet, keeping the client's finance and operations teams aligned without producing invoice chaos.

Block Billing Across the Portfolio

As with this REP, larger end-use customers often require pricing structures which include physical blocks, fixed-for-floating financial swaps, heat-rate blocks, and custom-designed block types. CES | BLUE allocates blocks to billing accounts dynamically by hour using load-ratio share methodology, or by fixed percentage, or by manually entered allocations. Portfolio subsets can be adjusted daily, and block sizes can vary by time of day.

Summary Billing and Multi-Entity Management

Across hundreds of accounts under multiple legal entities, CES | BLUE enables consolidated summary billing without sacrificing line-item granularity at the meter level. Finance teams get the executive view they need; operations teams get the detail they require. One platform, one workflow.

Billing Progress Tracking

CES implemented workflow queue technology within CES | BLUE giving the operations team real-time visibility into billing cycle progress, exception flags, and setup issues aggregated into focused queues instead of scattered across manual reports. Billing cycles stay on schedule. Problems surface before they become delays.

Billing on Estimates with Actual True-Up

Where settlement data is delayed, CES | BLUE allows billing to proceed on estimates with automatic true-up once final data arrives. This keeps cash flow aligned with usage and reduces accounts receivable exposure, representing a meaningful advantage when processing tens of thousands of invoices per month.

Key Differentiators

No other platform could do this.

Across every ISO and every billing scenario this REP presented, the answer from other vendors was the same: custom development. More time. More cost. More risk. CES said yes and delivered through configuration.

Configuration, Not Code	New billing requirements are implemented as configuration changes, no development overhead, no delays, no change orders.
Sales Empowerment	CES teams can say "yes" to complex client requirements with confidence, knowing CES | BLUE can deliver without a development cycle.
Market Agility	Adapts to ISO rule changes, resettlement cycles, and new charge codes without engineering involvement. Proven during Winter Storm Uri.
Scalability	Handles tens of thousands of complex invoices and tens of millions of AS rates per month without performance trade-offs.
Reliability	Zero SLA failures across 11 tracked metrics, including billing accuracy, system uptime, and priority response timing.
Dedicated Partnership	Dedicated team across billing operations, development, and wholesale with weekly review calls and monthly executive meetings to stay aligned.

The Bottom Line

This REP serving industrial load and data centers chose CES because no other vendor could handle what they needed. No delays. No SLA failures.

This is what complex billing mastery looks like in practice. And CES is the partner built to get it right, every month, at scale.