

## **Amendment to Non-Competitive Blanket Contract 47025889 with EnergyCAP Inc. for Utility Invoice Processing Services**

**Date:** November 21, 2025

**To:** General Government Committee

**From:** Executive Director, Corporate Real Estate Management and Chief Procurement Officer

**Wards:** All

### **SUMMARY**

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The purpose of this report is to request authority to amend Blanket Contract 47025889, issued to EnergyCAP Inc. for the provision of EnergyCAP web hosting and Bill CAPture services to support the City's utility bill payment process. The total amendment being requested is \$60,000 net of all applicable taxes and charges (\$61,056 net of Harmonized Sales Tax (HST) recoveries), increasing the non-competitive contract value from \$1,057,297 net of all applicable taxes and charges (\$1,075,905 net of HST recoveries) to \$1,763,464 net of all applicable taxes and charges (\$1,794,501 net of HST recoveries).

This amendment will cover utility bill processing charges through the end of 2025. A new contract with EnergyCAP Inc. for services in 2026-2030 is being procured, following Council's approval of GG24.9 - Review and Renewal of Technology Maintenance Contracts for Sustainment of City Services from 2026 - 2030.

The EnergyCAP bill processing software is used by City staff to store, analyze, audit, and process approximately 45,000 utility invoices every year, valued at approximately \$300 million per year. This includes invoices for all City Divisions as well as three agencies: Toronto Parking Authority, Toronto Transit Commission, and Toronto Public Library. The automation and system integration of EnergyCAP with the City's financial management system minimizes late payment fees, and the software is able to audit all utility expenditures for accuracy. EnergyCAP is also able to support regulatory reporting, City buildings' energy performance tracking, utility budgeting, and financial variance reporting.

Bill CAPture is a module of the EnergyCAP software that uses optical character recognition to extract invoice details and upload the invoices into the EnergyCAP database. Through the upload process, the module automatically audits the invoice data

for accuracy, using a series of metrics based on cost and energy consumption patterns. Bill CAPture, in conjunction with EnergyCAP, alerts staff to potential errors on utility bills and minimizes the risk of overcharges.

EnergyCAP and Bill CAPture were instrumental in the City's ability to proactively identify unusual invoicing patterns that led to an avoided potential loss of \$2.5 million in 2019. Details of the investigation are detailed in 2025.AU9.10 - Fraud Investigation Involving Multiple City of Toronto Electricity Accounts.

Over the past several years, staff have worked to standardize and centralize the processing of utility invoices. While some invoices were previously managed through EnergyCAP, others were handled manually. Recently, all utility invoices for City Divisions and the three Agencies have been transitioned to a standardized system using EnergyCAP and Bill CAPture.

Additionally, as part of the City's 5-Year Energy Conservation and Demand Management Plan, developed in response to provincial regulation, the City is required to report on its total renewable energy generation. This tracking and reporting were previously managed manually by reviewing individual invoices but has now been automated by enrolling these accounts through Bill CAPture. The addition of new renewable energy generation accounts has further increased the volume of data processed through the system.

As Bill CAPture use costs are calculated based on the number of invoices processed and the number of energy accounts enrolled, an amendment is required to enable the continued use of this critical software.

## **RECOMMENDATIONS**

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The Executive Director, Corporate Real Estate Management, and Chief Procurement Officer recommends that:

1. City Council, in accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-Law), grant authority to the Executive Director, Corporate Real Estate Management to amend Blanket Contract 47025889, issued to EnergyCAP Inc. for the provision of EnergyCAP web hosting and Bill CAPture services, to increase the contract value by \$60,000 net of all applicable taxes and charges (\$61,056 net of Harmonized Sales Tax (HST) recoveries), increasing the non-competitive contract value from \$1,057,297 net of all applicable taxes and charges (\$1,075,905 net of HST recoveries) to \$1,763,464 net of all applicable taxes and charges (\$1,794,501 net of HST recoveries).

## **FINANCIAL IMPACT**

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Funding is included in the 2025 Council Approved Operating Budget for Corporate Real Estate Management. The total amendment being requested will increase Blanket

Contract 47025889 by \$60,000, net of all applicable taxes and charges (\$61,056 net of HST Recoveries). Funding details are summarized in Table 1 below.

**Table 1 - Value of Requested Amendment (net of HST Recoveries)**

Blanket Contract No.	Cost Centre/Cost Element	Amount
47025889	FA3731 - 4038	\$61,056

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information included in the Financial Impact section.

## **DECISION HISTORY**

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At its meeting of October 8,9, 2025, City Council approved item GG24.9 - Review and Renewal of Technology Maintenance Contracts for Sustainment of City Services from 2026 - 2030, which included software costs for the EnergyCAP energy management system.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.GG24.9>

At its meeting on July 23 and 24, 2025, City Council approved item AU9.10 - Fraud Investigation Involving Multiple City of Toronto Electricity Accounts, which requested the forwarding of the report to City Divisions, Agencies, and Corporations to encourage due diligence in reviewing and approving invoices. The report is based on staff's proactive monitoring of electricity invoices that avoided a potential loss of \$2.5 million.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.AU9.10>

At its meeting of May 5, 2021, City Council approved item GL22.15 - Amendment to Non-Competitive Blanket Contract 47019692 with EnergyCAP Canada Incorporated for Utility Bill Processing Service. This is the first amendment for the EnergyCAP contract.

<https://www.toronto.ca/legdocs/mmis/2021/gl/bgrd/backgroundfile-165778.pdf>

At its meeting of October 27, 2020, City Council approved item GL16.5 - Renewal of Proprietary Technology Maintenance Contracts Supporting the City Services from 2021-2025, which included software costs for the EnergyCAP energy management system.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.GL16.5>

## **COMMENTS**

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### **Background**

The EnergyCAP bill processing software is used by City staff to store, analyze, audit, and process approximately 45,000 utility invoices every year, valued at approximately \$300 million per year, for all City Divisions and three Agencies: Toronto Parking Authority, Toronto Transit Commission, and Toronto Public Library. The automation and system integration of EnergyCAP with the City's financial management system

minimizes late payment fees, and the software is able to audit all utility expenditures for accuracy. EnergyCAP is also able to support regulatory reporting, City buildings' energy performance tracking, utility budgeting, and financial variance reporting.

Bill CAPture is a module of the EnergyCAP software that uses optical character recognition to extract invoice details and upload the invoices into the EnergyCAP database. Through the upload process, the module automatically audits the invoice data for accuracy, using a series of metrics based on cost and energy consumption patterns. Bill CAPture, in conjunction with EnergyCAP, alerts staff to potential errors on utility bills and minimizes the risk of overcharges.

EnergyCAP and Bill CAPture were instrumental in the City's ability to proactively identify unusual invoicing patterns that led to an avoided potential loss of \$2.5 million in 2019. Details of the investigation are detailed in 2025.AU9.10 - Fraud Investigation Involving Multiple City of Toronto Electricity Accounts.

EnergyCAP and Bill CAPture also provides utility bill copy retention, which allows for City staff to view electronic bill copies within the software. No other vendors are able to provide a similar service that will seamlessly interface with the EnergyCAP software.

All alternative solutions to Bill CAPture reviewed to date are either incompatible with the EnergyCAP software or would require significant staff time and higher costs to achieve a similar result.

### **Rationale for Amendment to Non-Competitive Blanket Contract**

An amendment is currently required because Bill CAPture use costs are calculated based on the number of invoices processed and number of energy accounts enrolled, and there has been an unexpected increase in invoice volume and account enrollment during the five-year term of the current contract. This amendment will cover utility bill processing charges through the end of 2025.

Over the past several years, staff have worked to standardize and centralize the processing of utility invoices. While some invoices were previously managed through EnergyCAP, others were handled manually. Recently, all utility invoices for City Divisions and the three Agencies have been transitioned to a standardized system using EnergyCAP and Bill CAPture. This shift has significantly increased the volume of invoices processed through the system.

As part of the City's 5-Year Energy Conservation and Demand Management Plan, developed in response to provincial regulation, the City is required to report on its total renewable energy generation. This tracking and reporting were previously managed manually by reviewing individual invoices but has now been automated by enrolling these accounts through Bill CAPture. The addition of new renewable energy generation accounts has further increased the volume of data processed through the system.

While both the original contract and the previous amendment anticipated growth in the number of accounts, the actual volume has exceeded projections, making this additional

amendment in the amount of \$60,000 net of all applicable taxes and charges (\$61,056 net of HST recoveries) necessary.

The cumulative amendment value under this non-competitive contract (past and current request) amounts to \$706,167 net of all applicable taxes and charges (\$718,596 net of HST recoveries), increasing the non-competitive contract value from \$1,057,297 net of all applicable taxes and charges (\$1,075,905 net of HST recoveries) to \$1,763,464 net of all applicable taxes and charges (\$1,794,501 net of HST recoveries).

A new contract with EnergyCAP Inc. for services in 2026-2030 is being procured, following Council's approval of GG24.9 - Review and Renewal of Technology Maintenance Contracts for Sustainment of City Services from 2026 - 2030.

## **CONTACT**

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## **SIGNATURE**

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Patrick Matozzo  
Executive Director, Corporate Real Estate Management

Geneviève Sharkey  
Chief Procurement Officer