

SUBJECT: Utility - New Account Set-up	Effective Date: 6/15/12	Procedure Number: FS 2012 RM0012	
	Supersedes:	Page 1	Of 6
	Responsible Authority: Director, Resource Management		

APPLICABILITY/ACCOUNTABILITY: This procedure will apply to personnel responsible for UCF’s utility invoices within the Facilities & Safety Business Office (FSBO).

PROCEDURE STATEMENT: This procedure is used to create and set-up a new utility account when a new customer initiates business with UCF.

DEFINITIONS: N/A

PROCEDURES:

Utility- New Account Set-up Business Process

Adding a New Account

- New customers who will be using utilities on the University must contact the FSBO to begin the process of establishing a utility account. This applies to construction companies, Facilities Improvement (FI) vendors, and any utility-related customer.
- If the customer is new to the University and is not in our financial system (UCF Financials), the FSBO will request a W-9 form.
- The customer has to be identified as an Educational & General (E&G) or Auxiliary entity. This must be confirmed with the Space Coordinator (Jose Castrillo).
 - If an E&G space is being used by an auxiliary vendor, then an allocation percentage needs to be provided to FSBO by the Space Coordinator.
- The following information is needed from the customer in order to open a utility account:
 - Vendor’s/Organization name;
 - Category (Chargeable on/off Campus);
 - **Chargeable-on-Campus** accounts such as: parking garages, Telecom, etc., where the FSBO collects the charges via inter-departmental transfer.
 - **Chargeable-off-Campus** accounts such as: Barnes & Noble, Convocation Corporation, fraternities, Partnership, etc., where checks or wire transfers are sent to the FSBO.
 - Account types: what type of business the vendor is involve (e.g. retail, college, construction, fraternity/sorority, Housing, etc.); and
 - Point of contact.

- Complete name
- Address where the billing will be mailed
- Phone number
- Email

Identifying the type of account

- Scenario#1- This is a new customer, and a meter(s) need(s) to be ordered.
- Scenario#2- This is a new customer, and an UCF-meter is already established at the location.
- Scenario#3- This is a new customer, and a meter is ordered through a third party company, such as Progress Energy or OUC.
- Refer to the “Utility Process for New Accounts Chart” for further details on this process [Utility Process Chart.pdf](#).

Deposit and Utility Agreement

- Once the above information is collected and the type of account is identified, a new account is established. The customer will be informed through a formal letter/Utility Agreement of possible utility charges. This will include information such as type of utilities (electric, water/wastewater, gas, etc.), services (refuse, compactors, recycling, pest control, etc.) and fees (late fees, meter repair/replacement, overhead, etc.).
- The Utility Agreement needs to be signed by the customer prior to the services being turned on. If the account is categorized as a Chargeable-off-Campus account, then a deposit check is required. The amount is mentioned in the agreement.
- There are two different agreements based on the type of account: one for Chargeable-on-Campus accounts and another for Chargeable-off –Campus accounts. These agreements can be found on: [H:\ACCOUNTING\Utilities\Agreements and Deposits\Agreements Templates](#).
- **Determining Deposit Amount:** The Energy Management Coordinator will provide the FSBO with an estimate of meter usage. Based on this estimate, FSBO will determine the deposit amount. The deposit will be in increments of \$500.
 - If existing monthly billing is available, FSBO will request a deposit of the average monthly billing, or \$1,000 if the bill exceeds \$1,000.

Setting up Accounts for Construction Companies

- Account set-up for construction companies has to be classified by project name/number.

Changes in Space or Meter

- **Space:** The FSBO will work closely with the Space Coordinator to ensure accuracy of the space billed.
 - The customer is also responsible to inform FSBO of any changes in their area use.
 - A yearly letter will be sent to each customer, at the end of the fiscal year, to verify the location and type of utilities being charged. The customer is responsible to return this

letter to FSBO. If the letter is not returned, FSBO will continue to use the current space allocation.


- **Meter:** The Energy Management Coordinator provides FSBO with the specifications of new/replaced meters, such as multiplier, location of the meter, monthly readings, etc.
 - The Energy Management Coordinator also advises FSBO when a meter becomes inactive or when a customer is not occupying the location. However, the Energy Management Coordinator is not always responsible for advising FSBO when a customer leaves the property; this is primarily the customer's responsibility.

Credits and Other Charges

- There are several ways a credit or charge can be identified:
 - **The Customer** can call the FSBO, and the steps below will be followed:
 - A case is opened on the internal log sheet;
 - A verification process is followed to ensure that the credit or the charge is accurate;
 - The problem and reason for the error is investigated;
 - FSBO follows up with the customer; and
 - FSBO makes changes to the invoice in next billing cycle.
 - **The Billing Specialist** from FSBO can identify the error:
 - The problem and reason for the error is investigated;
 - FSBO makes changes to the invoice in next billing cycle; and
 - FSBO notifies the customer of the error and the resolution.

Staff Training

- The FSBO office will have two people dedicated to the current billing system to avoid any laps in the charge and collection of utilities.
- Etiquette will be addressed during monthly staff meetings on how to respond, either via email or phone, to customers' questions regarding billing issues.

Approved By:	Date Approved:
 Montel Watson Director Resource Management	6-15-2012

Utility Agreement Chargeable-off-Campus

This Utility Agreement is entered into as of the _____, by and between the University of Central Florida, on behalf of its Board of Trustees, for the benefit of its Facilities & Safety Department and

Tenant's billing address is:

Tenant shall pay all charges for water, wastewater, gas, electricity, refuse, pest control, and other utility services used by Tenant on the Leased Premises during the term of this agreement unless otherwise expressly agreed in writing by Landlord. In the event that any utility or service provided by Landlord to the Leased Premises is not separately metered, the responsible UCF department shall pay the amount due and separately invoice Tenant for Tenant's pro rata share of the charges.

Invoice shall be submitted to Tenant in writing monthly. Payment shall be due ten (10) days from the invoice date. Tenant shall pay such utility charges prior to the due date. Tenant shall remit payment to UCF at the following address, or at such other address as may be provided to Tenant by UCF:

P.O. Box 163640
Orlando, FL 32816-3640

UCF and Tenant acknowledge that the Leased Premises are designed to provide _____ use, electrical facilities and standard retail and office lighting (if applicable). Tenant shall not use any equipment or devices which may, in UCF's reasonable opinion, overload the wiring or interfere with electrical services to other tenants.

Tenant shall pay in the amount of \$ _____ for utility deposit. After twelve months of timely payments, Tenant shall receive a refund of the deposit netted against expenses.

A late fee in the amount equal to two (2) percent of the balance owed shall be assessed if payment is not postmarked or received by UCF on or before the due date. Full payment, including any late fees and/or additional charges, is expected on the due date when invoiced. If payment is not postmarked or received in full within 30 days after the due date, disconnection procedures will start.

Tenant shall pay any overdue bill and late fee with business check, money order or cashier's check. No personal check will be accepted for overdue invoice.

If utilities of any type are allowed to be disconnected, a reconnection fee of **\$500.00** must be paid by Tenant prior to reconnection.

ACCEPTED AND AGREED BY:

University of central Florida, on behalf of its Board
of Trustees, for the benefit of its Facilities & Safety
Department

Signature: _____

Print Name: _____

Date: _____

Signature: _____

Print Name: _____

Date: _____

Check# _____

Utility Agreement Chargeable-on-Campus

This Utility Agreement is entered into as of the _____, by and between the University of Central Florida, on behalf of its Board of Trustees, for the benefit of its Facilities & Safety Department and

Tenant's billing address is:

Tenant shall pay all charges for water, wastewater, gas, electricity, refuse, pest control, and other utility services used by Tenant on the Leased Premises during the term of this agreement unless otherwise expressly agreed in writing by Landlord. In the event that any utility or service provided by Landlord to the Leased Premises is not separately metered, the responsible UCF department shall pay the amount due and separately invoice Tenant for Tenant's pro rata share of the charges.

UCF and Tenant acknowledge that the Leased Premises are designed to provide _____ use, electrical facilities and standard retail and office lighting (if applicable). Tenant shall not use any equipment or devices which may, in UCF's reasonable opinion, overload the wiring or interfere with electrical services to other tenants.

UCF will automatically collect utility charges from Department # _____ at the end of each billing cycle. Due to this action a utility deposit is not required by UCF from the Tenant on the Leased Premise.

ACCEPTED AND AGREED BY:

University of central Florida, on behalf of its Board of Trustees, for the benefit of its Facilities & Safety Department

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____

Check# _____

