

SUBJECT: Utility Billing Procedure	Effective Date: 7/14/15	Procedure Number: FS 2015 UES 0001	
	Supersedes: 6/15/12	Page 1	Of 5
	Responsible Authority: Director, Utilities & Energy Services		

APPLICABILITY/ACCOUNTABILITY: This procedure applies to Utilities & Energy Services (UES) personnel responsible for the university's utility billing.

PROCEDURE STATEMENT: This procedure is used to collect, process, audit, and manage billing data and information, and to invoice end users.

DEFINITIONS:

- **Billing boundary:** the land or building area for which the end user is responsible for all utility consumption
- **Billing cycle:** the period of time between billings
- **Category of end user:** Educational and General (E&G), Athletics, Direct Service Organizations (DSOs), Auxiliaries (AUX), and external customers
- **Customer charge:** a fixed cost, in addition to utility consumption charges, included in the end user's monthly bill to cover the university's expenses to provide, maintain, and read meters; bill end users; and maintain service connections
- **End user:** a facility, occupant, contractor or customer taking point of delivery, or interconnecting with utility distribution services

SOFTWARE PACKAGES:

TracerPlus: a client-based application used to collect meter readings monthly by scanning barcode-labeled meters

EnergyCAP: a client and web-based utility application used for utility bill entry, rate management, bill generation from meter readings, auditing, tracking, cost avoidance, and energy management

UESUBI: the interface between EnergyCap and PeopleSoft applications

PeopleSoft: University enterprise software that is used to bill end users for utility consumption

PROCEDURES:

A. Data collection

1. Meter readings

Frequency: Monthly

- a. Using UserTrace software, load the handheld mobile computer/barcode scanner with active meters for field reading.
- b. Scan and enter meter readings at each facility for over 600 meters.
- c. Export completed readings, format, and import into EnergyCAP for bill processing.

2. Utility bills/data entry

Frequency: Daily/weekly, as bills are received and processed from the Facilities and Safety Business Office (FSBO)

- a. Create a new batch in EnergyCAP to receive all utility bills.
- b. Enter monthly utility bills received into EnergyCAP.

B. Utility rate calculations

Frequency: Monthly, with annual review of customer charge updates

Adjust and update utility rates monthly, as needed, to reflect any changes from utility providers or other market conditions. (Calculation details are available at: www.energy.ucf.edu under "Resources.")

UTILITY RATES - UCF			
Rate Code	Main Campus	Unit	Update Frequency
E-01	Electric	kWh	Monthly
G-01	Natural Gas	therm	Monthly
CHW-01	Chilled Water	ton-hr	Annual Review
WW-01	Wastewater (UCF Production + Sewer)	gal	Varies (Annual, depending on vendor charges)
WW-02	Wastewater (Orange County + Sewer)	gal	Varies (Annual, depending on vendor charges)
WW-03	Wastewater (Reclaim + Sewer)	gal	Varies (Annual, depending on vendor charges)
W-01	Water (UCF Production)	gal	Semi-Annual/Annual Review
W-02	Water (Orange County)	gal	Monthly
RW-01	Water - RECLAIM (Seminole County)	gal	Annual (per vendor)
S-01	Sewer (Seminole County)	gal	Annual (per vendor)
Rate Code	College of Medicine (Kitchen)	Unit	Update Frequency
LN-E-01	Electric	kwh	Monthly
LN-WW-01	Wastewater	gal	Monthly

C. Bill Processing

1. EnergyCAP

Frequency: Monthly

- a. Open a new batch in EnergyCAP.
- b. Generate utility bills and bill splits from monthly meter readings.
- c. Run bill audits on new bills generated or entered in the open batch.
- d. Review audit results and pull the report for failed audits.
- e. Document pertinent concerns or issues not requiring immediate action in EnergyCAP.
- f. Validate readings in the field for failed audits.
- g. Create work orders for issues or concerns requiring action and/or immediate review by the end user, Facilities Operations, or Utilities & Energy Services.
- h. Enter and adjust for “*Estimated*” readings and/or consumption for situations such as failed meters, meters out of service/recalibration, and meter replacement.
- i. Enter manual bills or special conditions:
 - i. Vending machine chargeback (estimated based on 5-year evaluations)
 - ii. Research Park sewer (email/charges)
 - iii. Siemens Evaporation Credit
 - iv. Reclaimed adjustment/bill creation for recovery of irrigation not covered by metering for main campus

- v. Energy project savings – a line item entry on a customer’s monthly utility bill for MOU Recovery (example: lighting projects)

2. Closed Batch – UESUBI to PeopleSoft

Frequency: Monthly

- a. Select and run the closed batch to push the flat file to PeopleSoft.
- b. The system creates/uploads UTIL.txt file to PeopleSoft for final bill generation.
- c. Download the ZIP file created for “Project” accounts to pass to FSBO. This file contains journal import and invoicing that cannot be passed to PeopleSoft for project billing.
- d. Document results of processed batch details for future reference.

3. Billing Interface – PeopleSoft

Frequency: Monthly

- a. Run the Pre-Load Process, importing the received upload file from *UTIL.txt* to staging tables.
- b. Pull Queries to validate that totals and lines match the export file from UESUBI:
 - i. FXBI_PRELOAD_NOCROSSWALK
 - ii. FXBI_INTFC_BI_AEDS_NOTE
 - iii. FXBI_INTFCBI_CMP
- c. Process the PeopleSoft “Billing Interface,” merging all data into billing interface tables.

4. Completed Cycle Notification

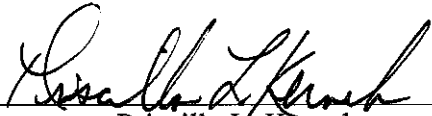
Frequency: Monthly

- a. Email FSBO with notification of the completed cycle and processing, including exported query file (FXBI_INTFCBI_CMP), PeopleSoft’s Interface ID number, invoice numbers, and the ZIP file with “Project” billing and journal information.
- b. FSBO then takes over to generate the “Single Action Invoice” as the final invoice provided to the customer.

5. Notification to Transfer MOU Project Savings from Utility Account to Project Account

Frequency: Monthly

- a. Email FSBO a reminder to transfer MOU project savings billed to end users from account number 02830321 to account number 02830002 when funds have been received.

Approved By:	Date Approved:
 Priscilla L. Kernek Associate Vice President Administration and Finance Facilities and Safety	2/13/15