

# The Realities of Implementing a Utility Billing System

The University of Arkansas, Fayetteville  
AMCA System

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## The Business Decision

# Why Make Radical Changes?

- ◆ Needed quantum leap in energy efficiency
- ◆ Needed major change in financing to address capital renewal & deferred maintenance
- ◆ Needed to address growth demands based on the campus master plan

Campus Master Plan

Utility Development Plan

Academic  
Plan

Enrollment

Facility  
Needs

Infrastructure  
Projects

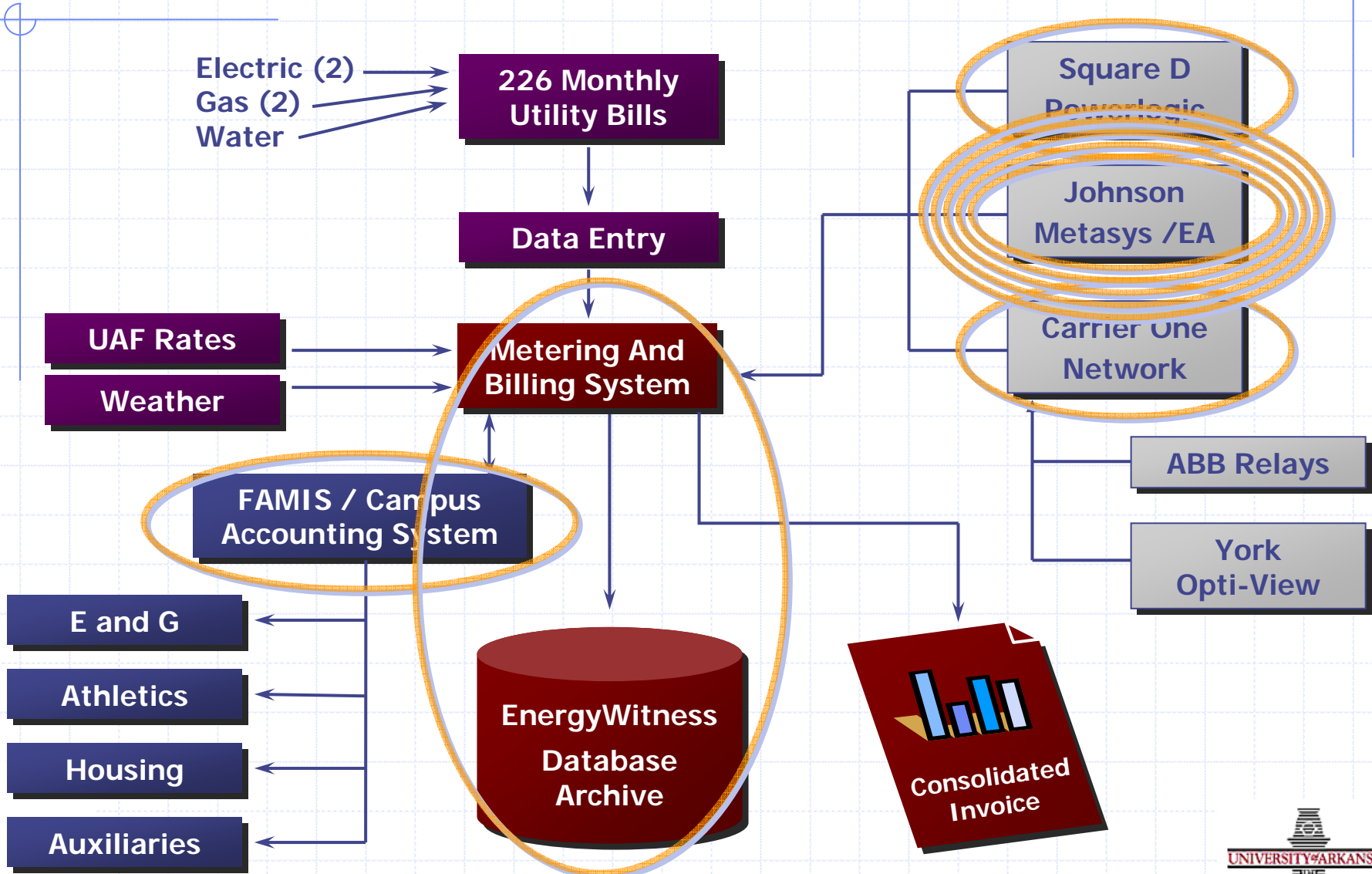
Capital  
Requirements

# Automated Metering & Cost Allocation (AMCA)

## Key Business Objectives

- ◆ Create culture of accountability & responsibility for energy use by customers
  - Web deployed: self-serve information
- ◆ Data driven decision-making: benchmarking
  - Optimization — encourage system thinking
  - Single clearinghouse for all utility data
- ◆ An entrepreneurial business model for utilities & facilities operations business

# Automated Metering & Cost Allocation (AMCA)



# Implementation Decision Drivers

## Two Sources

- ◆ Dealing with the utility companies
- ◆ Supporting the business objectives





# Coming Soon

- ◆ Consolidated invoices based on UAF billing rates
  - Single invoice containing electric, gas, water, chilled water, steam
  - Consumption charts for month
  - Consumption & cost summary for three year history
  - Allocated to space (room) level, rolled up by departments / cost centers
- ◆ Web access to month-to-date information

## Summary

# Technology Management

- ◆ This is an IT/accounting application with meters and control system integration
- ◆ Active management involvement
  - Don't delegate and forget
  - Get IT involved
  - Full-time person with significant computer/IT skills assigned to project
- ◆ Get the data right — clean, accurate, organized
  - Will take 5-10x the time you allocate

## Summary

# Changing Campus Culture

- ◆ Create culture of accountability & responsibility for energy use by customers
  - Behavioral changes are difficult, slow, long-term
  - Provide information (AMCA) to give users capability to act — data driven
  - Utility users working group: co-op model
  - Help users change
    - ◆ Assist in identifying energy waste
    - ◆ Define strategies to lower demand
  - Tie utility billing to operational data for information

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Questions / Discussion

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