

Intelligent Workplace ManagementSM

Driving Sustainability: Managing Utilities with AiM™

Overview. Utility usage across an organization is difficult to track, but represents an excellent opportunity for cost savings. With changes brought on by deregulation, cost control becomes too large a task to be managed by hand. AiM provides the level of flexibility needed to capitalize on today's dynamic utilities management environment, and the Utility Management module enhances this capability by providing a business solution that enables organizations to tackle complex utilities ecosystems.

Utility Management Challenges. The fundamental objectives of utility management are to track cost and utilization across the enterprise. AiM tracks both costs and utilization of all utilities (electric, gas, water, wastewater) across an enterprise, from multiple suppliers. In addition, it allows an organization to manage the variable and complex rate structures necessary to maximize buying power and market availability.

Billing and usage charge-backs are also fundamental requirements for effective utility management. AiM is invaluable for managing customers in multiple buildings with differing:

- Rates/metering
- Calculations of usage (actual, estimated, allocated, etc.)
- Billing rate calculations (including variable costs)
- Generation costs
- Maintenance

In addition to the general tracking, management and calculation of costs and usage, AiM can also be the catalyst for integrating utility management

with enterprise resource planning (ERP) systems and billing systems.

To assure competitive service offerings and to provide communications with customers, providers and management, timely and accurate information for analysis is required for:

- Benchmarking
- Trend analysis
- Contract negotiations
- Usage projections
- Integration with other maintenance and equipment costs

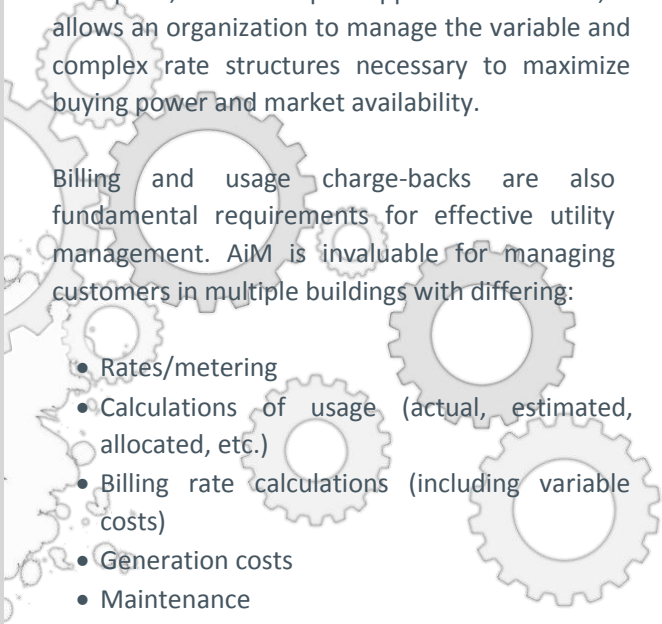
All of these challenges, and more, are met by AiM's Utility Management module.

Product Overview. AiM's Utility Management module provides functionality in six distinct areas:

- Meter Management
- Metering
- Purchasing and Contracts
- Accounts Payable and Billing
- Accounts Receivable, Rate Setting and Billing
- Budgeting and Reporting

Meter Management—All equipment used to manage the utility infrastructure is captured as serialized inventory and is spatially identified in the equipment database. The location of each piece of infrastructure equipment is captured and managed for efficient completion of operations and maintenance tasks, and because meters are established as serialized inventory in AiM, preventive maintenance work orders can be run against them. Location data is also used to create meter routes to optimize the field workforce efforts. The process of capturing and managing infrastructure equipment allows for optimal use of resources and maximizing an

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Billing Meters							
Sequence	Transaction Type	Meter	Description	Transaction	Reading Usage	Billing Usage	Amount
2	Virtual Meter	GAS-FAC-PCMETER	GAS VIRTUAL METER - SANTA FE FACILITIES BLDG - BASEMENT		180	180	\$18.00
1	Service Meter	GAS-FAC-107	GAS SERVICE METER - SANTA FE FACILITIES BLDG - RM 107	22001	900	900	\$90.00
2	Virtual Meter	GAS-REMAINDER	GAS VIRTUAL METER - SANTA FE BLDGS			900	\$92.00

organization's investment in infrastructure assets.

Metering—Monitoring utility usage is the crucial to managing utility costs. AiM provides organizations with the ability to maintain all relevant meter data, including inventory, hierarchy (or system relationships), spatial information and meter readings. Scheduling of meter readings and maintenance tasks along with improved routing to perform meter readings are key organizational benefits provided by AiM. To maximize cost recovery and decision-making, AiM also provides for virtual meter calculations of un-metered spaces. Using the meter reading screen, users record meter readings by routes. Readings can be entered through a handheld device or keyed-in manually.

Purchasing and Contracts—Contract management is an important ingredient in utility management, and AiM leverages powerful native capabilities to address the complexities associated with managing contracts. AiM can handle multiple utility contracts, providing flexibility in determining

who the best provider for your organization is. Contracts can have more than one type of utility and multiple rates for each utility. In addition, rate structures and accounting distributions can vary for each type of utility. Multiple rate structures, either for each utility or based on customer agreements, allow organizations to maximize profits or minimize expenses depending on their objectives in utility management. The ability to charge various accounts for separate contract line items enables an organization to properly track and manage costs associated with business operations.

AiM also has the ability to capture costs associated with providing utility services that may not be directly tied to actual energy/product costs. These costs are expenses incurred to operate the organization's utility usage, but are sometimes thrown into an overhead category and are not properly allocated to the appropriate cost center or budget line item.

Contracts are typically executed in a manual form. Even when contracts are digitized, a mechanism

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must be provided by the utility management system for the contracts to be available when needed. AiM provides the capability to access all contract documents which alleviates any need for manual filing systems and provides consistency across the organization relative to contract terms and conditions.

Accounts Payable and Billing—AiM can be configured to allow your organization to receive utility bills electronically. The invoicing process and accounting aspects of managing your relationship with your contractors is integral to AiM. Contract management in the application also provides for setting a variety of thresholds used to calculate normal and peak usage. These thresholds allow your organization and your vendor to properly plan and deliver utility services at the right times and at the right levels, maximizing your profits and/or reducing your expenses. Reporting billed versus metered and contract amounts helps in the decision-making process for future contracts and services. AiM provides maximum flexibility in dealing with the accounts payable and billing function of utility management.

Accounts Receivable, Rate Setting and Billing—AiM provides a central repository of all billing data associated with providing utility service to your customers. This central repository provides for easy transfer of data to and from your organization's financial systems. Rate setting is fundamental to utility management, and AiM provide flexibility in setting rates, whether you purchase utility services or generate your own. Organizations can also have multiple rates for each utility based on customer agreements, if desired. AiM allows you to bill your customers based on usage distribution, actual or virtual usage. In addition, bills may be either consolidated or individualized. Cost recovery or revenue generation and collections are primary functions of the AiM Utility Management module. In

addition, your organization will have a tool to improve customer service by providing easy access to billing data and accommodating unique customer requirements.

Budgeting and Reporting—AiM provides utility management organizations with a tool to manage utility expenses and thereby increase revenues and profits. Analyzing the extant data, the utility manager can make informed decisions that will maximize long term revenues or reduce costs. Budgeting decisions are simplified with AiM's ability to forecast future consumption based on current trends and utilization. Management information produced from AiM in the form of reports can span a wide variety of categories based on your business, including:

- Electricity consumption kWh by square foot and cost per square foot
- Meter performance reporting
- Energy performance
- Energy performance summary—12 month rolling total
- Management summary reporting
- Department summary reporting

These reporting tools enable organizations to make business decisions with minimal risk. In addition, the Utility Management module takes advantage of AiM's complete report writing capabilities. Users can create ad-hoc reports and format information to suit their individual needs.