Employee of the Quarter Team—Donna Houseknecht & Craig Frey

Here is a little background of what Donna and Craig faced....

As of the current fiscal year the University Budget Model changed. All revenue and expense has been given to the various colleges / tubs. The complicating feature to the model is that it is driven by the Facilities Space Inventory and the majority of buildings have multiple colleges / tubs occupying them. Typically from year to year the accounts billed don’t change. The new University Budget Model changed all that. Donna and Craig were faced with the serious task of updating the entire billing system, and changing how we processed the Contract Colleges outside vendor invoices. This required them to devote extra time to accomplish the project and work as a team, they did all of this while maintaining a positive attitude.

While the new Budget Model did provide who should pay for each facility, it did not take the data down to each meter level. To bridge the gap, between the new Budget Model and being able to actually preform the billing function, they needed to calculate percentage splits for each meter. One of the complicating issues was that an individual meter might serve one building (simple) or multiple buildings (complicated). If it served multiple buildings it required calculating the splits to the buildings served, and then calculating the splits again for the building. These changes had to be made within a single billing cycle with multiple changes in processes. Talk about just a little pressure.

Out of our 1,861 active meters 1,684 required an update. Most meters went from billing a single account, to billing three or four accounts. The most extreme example is Day Hall, where the utilities are split across twenty six different accounts! Day Hall’s split actually broke the billing system, and Donna and Craig had to work directly with our vendor (InStep) to expand a field to allow the billing for Day Hall alone to occur.

Additionally, they had to update: 615 electric meters, 141 chilled water meters, 327 potable water (and mostly waste water) meters, 211 steam meters, 256 natural gas meters, 32 fuel oil and propane meters. The number of line items submitted to Kuali for billing immediately doubled, going from 1,500 to 3,000.

As part of their process they thought about the data and showed initiative creating multiple audits to confirm these changes would go well.

Elisa expressed what a huge effort this was, and how impressed she was with what they accomplished, and just as importantly, how they accomplished it. Their engagement in problem-solving and their open mindedness necessary to get over the bumps to get this project complete. They achieved this goal, and in doing so, reflected the values of our division.

Congratulations Donna & Craig!