

## **Service Level Agreement for Business Operations**

### **Services Provided**

- Bill Energy Billing System (EBS) charges monthly in Banner
- Respond to inquiries regarding EBS charges and usage
- Update EBS cost allocations based on space allocation changes
- Develop annual Utilities & Energy Services budgets and rates
- Prepare monthly financial reports and process data requests
- Procure energy commodities, utility services, and renewables
- Manage relationships with local utilities

### **Service Levels**

#### **Immediate Response**

- Local franchise utility shut-off notices
- Errors in Banner-EBS Feeder system or interface
- EBS system downtime or EBS system unavailability

#### **Normal Response: One to Five Days Process Time**

- New user requesting access
- Set-up of new hookup and billing notification with local franchise utility (Ameren, Illinois American Water, Urbana-Champaign Sanitary District, etc.)
- Local utility billing account changes
- Set-up of new cost allocations or cost distributions in EBS
- Meter re-reads

#### **Extended Response Time**

- Faculty, staff, or student data request – we will respond immediately, but depending on how extensive the request is, it may take longer than two days to fulfill
- Financial statements for UES managers and supervisors – typically available after the month is closed out
- Buying, selling, or transferring of renewable energy credits can take some time due to the requirements of the procurement process.