

# iNSIGHT Billing - Tenant Billing Software

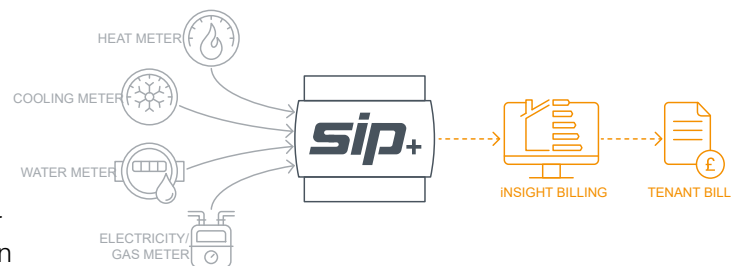
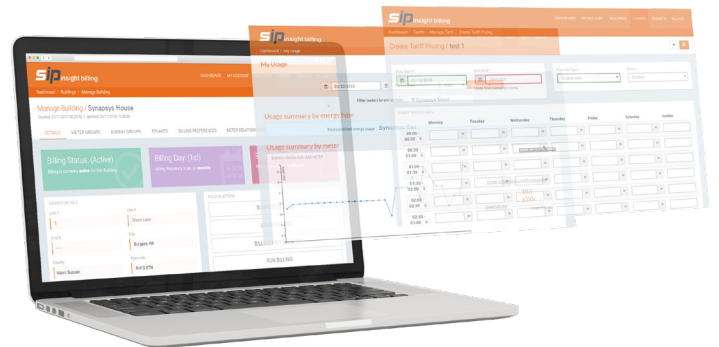
Automatically create and distribute compliant, accurate tenant utility bills

## Overview

Developed in response to requests for a tenant billing solution that meets the new Heat Network (Metering and Billing) Regulations and ensures tenants are billed according to actual energy usage. iNSIGHT Billing software is an easy-to-implement efficient solution that pulls utility consumption data from meter loggers or a metering system together in an easy-to-use portal.

Unlike many billing systems which are subscription-based, iNSIGHT Billing uses a simple licence model based on the number of data points required over a fixed period of time, and within that allowance, the system can be configured as required, even across multiple sites and with unlimited users included in the fixed cost.

iNSIGHT Billing accepts data seamlessly from SIP+ and SIP2 devices in CSV format via FTP. The system accepts data from meter loggers or a monitoring system and from these sources tenant bills can be automatically generated at intervals determined by the landlord and sent via email. Third party meter loggers or monitoring systems may also be used where data can be transferred via CSV/FTP.



Data can be imported via our own SIP+/SIP2 devices or third party data loggers.

## Meeting the needs of landlords

iNSIGHT Billing's user interface is easy to use, with an intuitive display for navigating the system, while tenant bills are created and stored in PDF format retrievable from the system at any time.

A login for landlords gives an overview of all tenants usage and cost reports, allows dual tariffs to be set up and different tariffs to be set for each tenant if required, while the tenant login allows the user to take control of their energy costs, providing the impetus to reduce usage – and save money.

The software has been developed to meet the needs of landlords in a wide range of sectors including:

- Commercial tenanted properties
- Residential developments
- University student accommodation

The solution uses a fixed cost price structure which provides landlords with peace of mind and helps budgetary planning, while the system's accurate billing ensures the costs of the tenants energy use is accurately recharged.

## What is energy apportionment?

Energy apportionment is a process whereby the total energy usage of a shared space and/or the heating and cooling plant within a building is apportioned to each tenant based on their actual usage and energy demand. It provides total visibility of energy usage throughout a building and ensures that energy used in shared spaces or to supply heating or cooling to a tenant area is fairly apportioned between building users. One of the major benefits is that there are no hidden energy costs, which promotes a greater degree of responsibility for energy use within a building.

The main drivers which are pushing the implementation of energy apportionment are:

- Heat Network (metering & billing) regulations 2014
- Cutting usage as energy costs escalate
- Tenants require greater visibility of their own energy usage

## Simple, flexible energy apportionment

INSIGHT Billing provides landlords with the ability to automatically bill tenants based on their apportioned energy calculations. The system effectively joins up the dots — providing a portal for the landlord to view, monitor and make adjustments to the system and charges but also for the tenant to view and monitor their energy bills and usage.

The solution has the flexibility to apportion energy usage in a number of ways dependant on the building owner or landlords requirements, for example

- INSIGHT Billing can apportion total costs for heating and cooling by calculating the percentage used by each tenant every half hour. This percentage is then applied to the corresponding period of the incoming or bulk meter. Additional costs such as primary and secondary pumps can be added to this total. This process of apportionment ensures that bills to tenants are fair and accurately based on their actual usage and demand.
- Apportionment can also be calculated from tenant access to services within the building using access schedules.
- Or simply be a proportion of specific costs to be divided amongst tenants based on tenant demise areas

INSIGHT Billing makes energy apportionment simple and gives tenants the visibility of their own energy usage, in turn giving them greater control and responsibility to make energy savings.

## Features and developments

INSIGHT Billing is a cloud based solution and we are constantly upgrading user experience and releasing new features. Some of the developments we have introduced include:

### New Tenant usage comparisons

Tenants have access to the system to view and compare their own energy usage. This information gives them full visibility and allows them to make changes which directly impact the energy they use.

- Tenants can view usage for electricity, gas and water over a period of time they specify.
- Tenants can compare their current usage against previous usage over a period of time they specify.
- The system clearly shows the tenant if current usage is higher or lower as a percentage compared with the same period in the prior year

### Billing on demand

Tenants bills can be raised automatically at the end of a defined time period (i.e. monthly, quarterly) or the system now has the option to turn off automated billing and produce bills to defined parameters and at a time to suit the landlord or building owner.

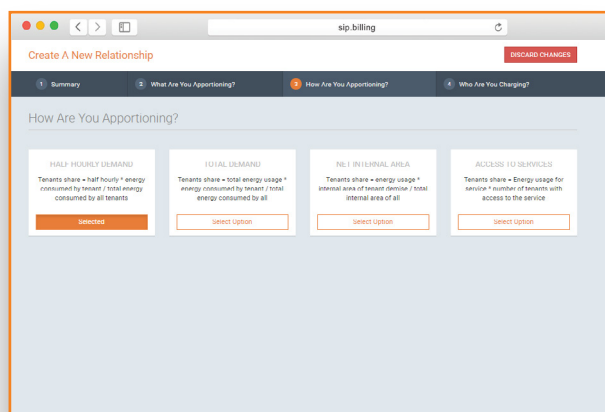
### Energy usage reporting

All usage/costs attributable to tenants can be obtained from the system via the tenant usage report which is delivered in the form of an Excel spreadsheet.

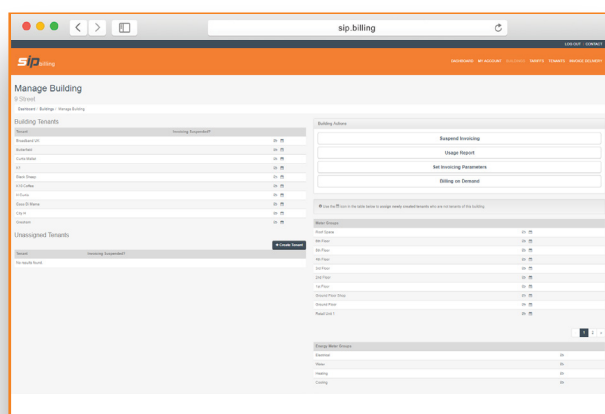
The report can be run at any time and covers customisable date ranges up to midnight on the previous day. This report allows comparisons to be made between different tenants energy usage and can be used to drive energy efficiency initiatives.



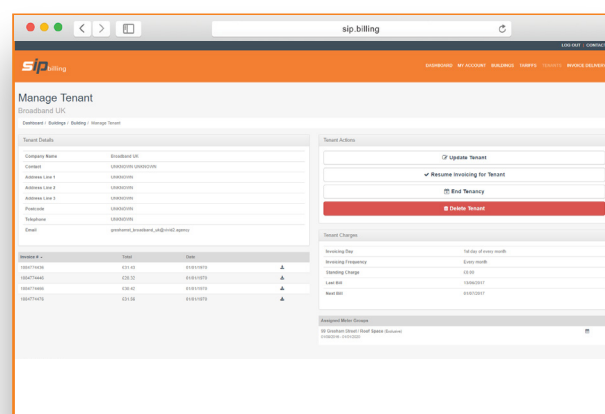
Tenant usage comparison example



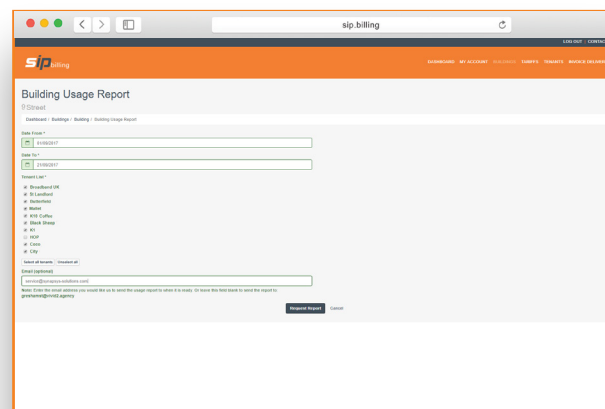
Apportioned energy meter relationship tool



Manage building screen-shot



Manage tenant screen-shot



Building usage report options screen-shot

## Apportioned energy meter relationship tool

The apportioned energy meter relationship tool allows for more complex charging models to be created. It gives the building owner the ability to split the cost of a particular meter, group of meters or direct cost across nominated tenants of a building.

This can be on the basis of net internal area, access to services or on demand using half hourly data. These relationships need only be defined once. The cost and output will be added into each billing run.

## An enhanced user experience

INSIGHT Billing has enhanced the user experience for system users at all levels. A new simple, clean look and feel make the system even easier to use and navigate.

### For Admin and Landlord users improvements include

- Managing buildings and the tenants within those buildings has been made much more intuitive and user friendly, with overview screens making it simple to see all the relevant information.
- The tariff builder has been improved to give greater flexibility and functionality as well as auto fill options to speed up the process.

### For Tenant users improvements include

- An improved and easy to use dashboard which enables the user to view and compare their own energy usage. This access promotes tenants to make changes to the way they use energy and see the results.

## Meter monitoring service

For our fully serviced customers we offer a meter monitoring service which gives them peace of mind knowing we are monitoring the system ensuring it is running correctly.

In house we monitor the system and receive alerts when an issue or problem arises such as

- Non communication or incorrect operation of a meter.

Depending on the issue we can then contact the relevant people to address the problem on site, or if it is a simple data error correct the system so tenants bills are not affected.

## Smart tenant billing, delivered simply...

### Landlord

Fixed cost price structure gives landlords peace of mind and helps budgetary planning, while the system's accurate billing ensures the generation of sufficient revenue to cover charges for tenants' energy use.

### Tenant

Allowing the tenant to take control of their energy costs, providing the impetus to reduce use – and save money.

### Reseller

The fixed cost pricing structure also makes iNSIGHT the perfect option for resellers to specify and implement for their customers as part of the installation costs for a new build or refurbishment project. Please contact us for more information about becoming a reseller.

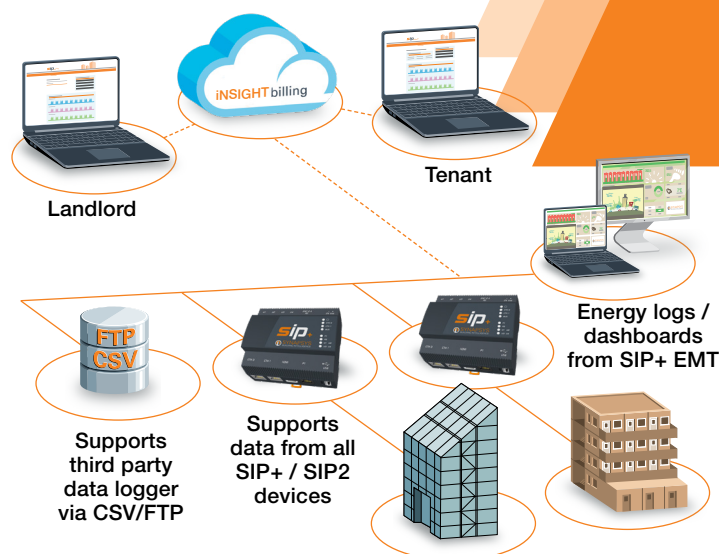
## Commissioning and support

As with all Synapsys products and software solutions, Our iNSIGHT Billing solutions have been designed to be simple to deploy and use.

Our Commissioning engineers, Software and Technical support teams are available to support installation and set-up, right through to handover to the end user.

We also provide customers with access to our SIP Integrator support website, which contains all of our technical data sheets and information about our latest technical updates.

Through our SIP Integrator support website we also give customers access to our free tools which simplify the commissioning and configuration of our products, saving you time and money.



## iNSIGHT Billing product range

Order number	Description
BILLING/1Y/25P	One year managed billing licence for 25 data points.
BILLING/1Y/50P	One year managed billing licence for 50 data points.
BILLING/1Y/75P	One year managed billing licence for 75 data points.
BILLING/1Y/100P	One year managed billing licence for 100 data points.
BILLING/1Y/125P	One year managed billing licence for 125 data points.
BILLING/1Y/150P	One year managed billing licence for 150 data points.
BILLING/1Y/175P	One year managed billing licence for 175 data points.
BILLING/1Y/200P	One year managed billing licence for 200 data points.
BILLING/1Y/225P	One year managed billing licence for 225 data points.
BILLING/1Y/250P	One year managed billing licence for 250 data points.

## Want to know more?

If you would like to know more or have any questions about iNSIGHT Billing and its capabilities, please contact your local Synapsys Account Manager, call us on **01444 246 128** or email us at [enquiries@synapsys-solutions.com](mailto:enquiries@synapsys-solutions.com).

For more information about Synapsys and our product range please visit [www.synapsys-solutions.com](http://www.synapsys-solutions.com).

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