eFACiLiTY® powers the tenant utility billing at

Dubai Airport Terminal 3

The Client

Dubai Airport Terminal 3 is the largest terminal in the world by floor area and is part of the world's largest airport terminal, sprawling over 1,713,000 m^2 (18,440,000 sq. ft.) of space.

Dedicated for use by Emirates Airline, Terminal 3 increased Dubai Airport's total capacity by over 43 million passengers per year to 60 million when it opened along with an associated airside facility known as Concourse B in 2008. The Terminal 3 complex also includes Concourse A – a purpose-built facility for A380, which opened in January 2013 increasing the airport's capacity to 75 million passengers per annum. Concourse C became part of the Terminal 3 complex in 2016 when Dubai Airport opened Concourse D as the new home for 60 International airlines.

Dubai airport delivers a world-class experience to customers by providing safe, secure and environmentally responsible airports. An impressive range of shopping outlets, international restaurants and cafes and no less than three of their own Timeless Spas, makes Emirates Terminal 3 - a destination on its own.

Business Challenge

With a large airport and shopping area that has over 890 tenants, the airport Terminal 3 was a challenge in terms of facility management especially the tenant management and their utility billing. Post inaugural of the Terminal 3, the facility management team addressed all the work related to tenant's power consumption, meter readings from the central software and raising invoices manually. It was really time consuming task and needed to be automated.

Dubai Airport was looking to automate this process with an easy to use tenant billing system that could tightly integrate with their BMS powered by Niagara AX 3.6 version.

Benefits

Today, eFACiLiTY® powers over 890 shops marked under 7 zones around the vast Terminal 3. The Airport and the tenants are happy having one of the transparent utility billing system in place. This gives them an idea of consumption patterns and helps in energy planning for the future.

The invoice displays the carbon footprint of each of these tenants making them more responsible with their usage and gives them a target to reduce the carbon footprint in the future.
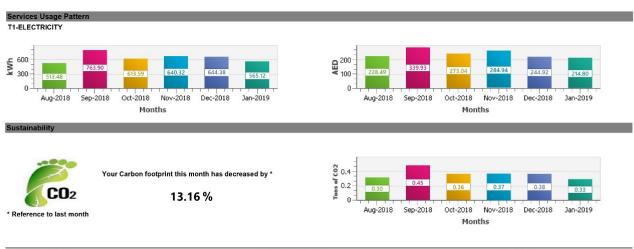
Here's how the consumption pattern is presented to end user clients:

1. Consumption Pattern: Last 6 months' service usage pattern is printed in a bar chart for the user to view their consumption pattern
2. Sustainability Pattern: Six months of sustainability pattern in a bar chart
3. Carbon Footprint: Display of consumption and the relative carbon footprint and whether that is increased or decreased

The Solution

During the selection process, Dubai Airport saw an opportunity in eFACiLiTY® to deploy a plug and play module that can take care of all the tenant billing needs. Dubai Airport integrated the eFACiLiTY® with their BMS directly and seamlessly went live in 2015.

The solution was designed to have any number of utility billing for clients and their services.

A reference of the partial Invoice image which has the carbon footprint

Services Usage Pattern
T1-ELECTRICITY

Months	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
kWh	513.48	763.90	613.59	640.32	644.38	565.12
AED	228.49	339.93	273.04	284.94	244.92	214.80

Sustainability

Your Carbon footprint this month has decreased by *

13.16 %

* Reference to last month

Months	Aug-2018	Sep-2018	Oct-2018	Nov-2018	Dec-2018	Jan-2019
Tons of CO2	0.30	0.45	0.36	0.37	0.38	0.33

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