



Zen Energy

Smoothly migrating a complex billing system on a tight timeline

Stop revenue leakage, cut admin costs, and delight your customers with AMCS Utility Billing.

Read more, get a demo, or talk to one of our experts here >

About

ZEN Energy (Zero Emissions Now) is an Australian renewable energy company dedicated to leading communities into a zero-carbon future. As Australia's first energy provider with a science-based, 1.5°C emissions target ZEN integrates renewable energy generation, battery storage, and sophisticated energy management solutions.

With a culture built on innovation, diversity, and social equity, ZEN empowers employees through wellbeing programs, volunteering opportunities, and inclusive practices. Together, the team is accelerating Australia's transformation into a renewable energy superpower.

Challenge

In 2021, ZEN Energy needed to rapidly build and launch a new billing platform amid industry changes like Five-Minute Settlements and evolving switching protocols. The goal: a scalable, future-ready solution delivered fast.

"We wanted a platform that could scale for future growth and meet our needs beyond today," said Chris Smyth, General Manager of Data and Analytics at ZEN.

With an aggressive timeline, ZEN partnered with EGC to map the project and select a vendor. "To have it live in two months during a lockdown required precision and a vendor that could deliver," said Tom Gilpin, EGC Co-founder.

ZEN chose AMCS Utility Billing (formerly Utilibill), confident in its expertise. Despite managing eight other migrations, AMCS committed senior resources.

Ignite Data Solutions ensured clean, integrated data feeds, eliminating legacy migrations and enabling a seamless historical view.

Together, they delivered under pressure and redefined what's possible in utility billing.

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Migrations completed in two months

30,000+

Energy systems installed by ZEN

1.5°C

Emissions target; a first for energy providers in Australia



Solution

When ZEN set out to migrate its complex utility billing operations to AMCS Utility Billing, the timeline was bold: two months instead of the usual six. "When Tom called and said two months, I thought he was joking! We started in May 2021 and finished by July - during lockdown number five," said Michael Bates, GM Asia Pacific at AMCS.

The urgency became a catalyst. "We set a crazy deadline. Could we do it?" recalls Chris Smyth. The answer: yes - on time and on budget. Success came from:

- A committed leadership team at ZEN
- Dedicated ZEN resources
- An exceptional project leader from AMCS
- Engaged leadership from EGC
- Accurate data feeds from Ignite

Accelerating the transition avoided major costs and delivered immediate benefits, including built-in five-minute settlements. The migration wasn't just fast, it was strategic.

The focus stayed clear: reduce cost-to-serve, streamline integration, and ensure long-term competitiveness. The question wasn't only how to deliver today, but how to scale tomorrow without adding cost.

ZEN's readiness paid off. AMCS Utility Billing didn't just meet expectations; it redefined them.

Results

ZEN Energy's migration to the AMCS Utility Billing platform was a standout success.

- **Rapid deployment:** Completed in two months - an unprecedented timeline for a complex billing system migration.
- **Cost avoidance:** By accelerating the project, ZEN avoided significant costs and immediately benefitted from built-in five-minute settlements.
- **High-quality invoicing:** Improved invoice accuracy and management of rounding errors.
- **Operational flexibility:** Easy customisation of billing templates and rapid onboarding of new customers.
- **Enhanced data access:** Full visibility into five-minute interval data and consolidated invoicing for multi-site customers.
- **Scalability:** The platform supports ZEN's future growth without adding cost to the business.

The project's success was driven by strong leadership, precise planning, and a collaborative, motivated team culture. ZEN now operates on a modern, scalable billing platform that positions them for long-term competitiveness and customer value.

AMCS Utility Billing

AMCS Utility Billing is a cloud-native platform designed for utilities including water, gas, electricity, and telecommunications. It automates meter data ingestion, billing, and invoice delivery while reducing manual errors and revenue leakage. The platform supports complex tariff structures, regulatory compliance, and market hub integration. With a branded customer portal and scalable architecture, AMCS Utility Billing helps utilities modernise operations, improve customer experience, and drive profitability.

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The project was exactly on time, exactly on budget. Even though we were in lockdown, we hardly missed a beat.

Chris Smyth, General Manager of Data and Analytics, ZEN Energy