

Case study: Lively downtown bar

A typical downtown bar... except this one has rooms

The meter for this busy bar was recording 3,329 gal/day. The bar is part of a popular chain; the billed usage is what you'd expect a typical downtown bar of this chain to use.

Except this bar isn't typical. It doubles as a hotel, with forty one bedrooms upstairs.

With the rooms included in our calculation, we predicted the bar would use 5,653 gal/day. The gap between our calculated consumption and the billed usage led us to complete a site investigation.



Figure 1: How do you identify the tiny number of bars that have rooms?

We found an unbilled meter supplying the hotel rooms. This meter was located in the basement, accessed through the ladies bathroom. It's not in a location where even the most diligent meter reader might spot it.

The meter was manufactured in 1999, so it can be assumed it was also installed in that year. We found this unbilled meter in 2008. The meter had gone unbilled for nine years.

Case Facts

Issue type:	Unbilled meter
Teccura calculation:	5,653 gallons/day
Billed usage:	3,329 gallons/day
After issue resolved:	5,442 gallons/day
Unbilled usage:	2,113 gallons/day
Unbilled value:	\$12,135 p.a.
Duration of issue:	9 years

Couldn't the water company have picked this up?

With no billing data to analyze, you can't find an unbilled meter through data analysis. Perhaps this bar stands out against others in the chain through benchmarking? We've plotted the billed usage against the rateable value of other bars in the chain.

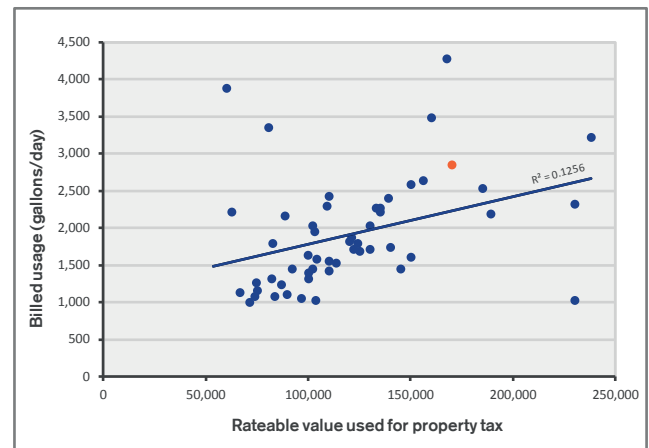


Figure 2: Once again, benchmarking yields nothing

The correlation is not very good, and this property is no outlier. You wouldn't find unbilled consumption here using this method.