



IDENTIFYING INVALID METER READINGS - HOSPITALS

ISSUE

A large hospital in Toronto was unaware they were overpaying for steam due to incorrect meter readings.

ACTION

Through continuous, real-time measurement and verification of utility meter data, *Dimax* was able to identify a number of anomalies with the pattern of steam consumption indicating possible inaccurate meter readings. By sourcing a meter value every minute (which is often more granular than recorded meter readings), reasonably accurate consumption data was determined.

While the pattern of usage derived from this data can provide insight into potential issues with usage, it also provides sufficient data by which to assess the accuracy of a utility bill. *Dimax*, along with the operating staff, was able to validate consumption for the previous two years. With the above data in hand, *Dimax* was able to assist its client in proving a meter error which had led to an overbilling situation.



- 600 Bed Hospital in Toronto.
- Steam used for heating, domestic hot water heating and medical purposes
- Honeywell EBI building automation system
- Bailey steam meters.

RESULTS

The hospital was able to work with its steam provider to arrive at an amicable settlement of the account. Had this situation gone unnoticed overbilling would have been in excess of \$19,000 per month. As well, the hospital was able to give the utility company access to the *Dimax* data for assistance in avoiding similar issues in the future, and for providing access to data in cases where there had been an interruption in logging actual consumption.

GAS CONSUMPTION

