



**UTILACOR**  
Energy Management Systems

## Maximum Demand - Metering Error

### **Incorrectly Applied Maximum Demand – Meat Processing Facility**

By reading the electricity meters independent of the electricity markets, Utilacor is able to recognise many metering errors and anomalies. An erroneous reading at a meat processing plant showed the client increased their Maximum Demand by 344kW for a period of 45 minutes.

This resulted in the Demand Charges for the site increasing by approximately \$30,000 per annum.

Upon investigation by Utilacor staff, it was claimed by the Electricity Retailer, Distributor and Meter Agent that the readings were correct and validated, to be applied forthwith. The retailer subsequently issued bills to the client and the distributor also reset the demand and issued charges to the retailer.

Utilacor investigated further and were able to prove to the Distributor and the Meter Agent that the meter must have malfunctioned in that period, as:

1. It was not physically possible for the site to reach a 344kW demand without every single load running at peak capacity simultaneously.
2. It was not physically possible for the Distributor's electrical substation and fusing sizes to supply 344kW without either blowing the fuse or causing a fault in the transformer.

The distributor accepted the argument, reversed 4 months of charges, and reapplied the demand to the value prior to the "false reading. These reversals were then applied by the Retailer to the client's bills.

#### **Result:**

Benefit derived from the rectification of incorrect readings **\$30,000 per annum.**

Benefit derived from the retrospective recovery of overcharges: **\$10,000.**