



UTILACOR
Energy Management Systems

Network Tariff Application Error

Network Tariff Applied Incorrectly – Automotive Component Manufacturer

During a site audit Utilacor staff noted that a power factor correction unit was installed though the client was not billed on a Network Tariff that rewarded high power factor.

Upon further investigation it was also discovered that the customer was billed an incorrect Network Tariff by both the Retailer and Distributor for 18 months. This error alone resulted in overcharges exceeding \$15,000 to that point. The ongoing penalty to the client, who had recently ramped up their operation, was also around \$13,500 per annum.

Utilacor staff sought to rectify this problem retrospectively and in an ongoing manner. After 4 months of providing definitive evidence and usage/cost profiles to the Retailer and Distributor, the Distributor accepted an error had been made and altered the Network tariff retrospectively and the Retailer credited the site's incorrect costs for the past 18 months and altered the format of future bills to reflect the change.

Result:

Benefit derived from the rectification of the incorrect application of the non-kVA Demand Network Tariff: **\$19,500.**

Benefit derived from the ongoing avoidance of overcharges: **\$13,500 per annum.**