Case study: City centre public house

A typical city centre pub... except this one has rooms

The meter for this busy pub was recording 12.6 m^3/day. The pub is part of a popular chain; the billed usage is what you'd expect a typical city centre pub of this chain to use.

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

With the hotel rooms included in our calculation, we predicted the pub would use 21.4 m^3/day. The gap between our calculated consumption and the billed usage led us to complete a site investigation.

Figure 1: Just 2,500 of the 100,000 UK pubs have bedrooms. How do you identify the few that have rooms?

We found an unbilled meter supplying the hotel rooms. This meter was located in the basement, accessed through the ladies toilet. 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:	21.4m^3/day
Billed usage:	12.6m^3/day
After issue resolved:	20.6m^3/day
Unbilled usage:	8.0m^3/day
Unbilled value:	£7,138 p.a.
Duration of issue:	9 years

Couldn't the water company have picked this up?

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

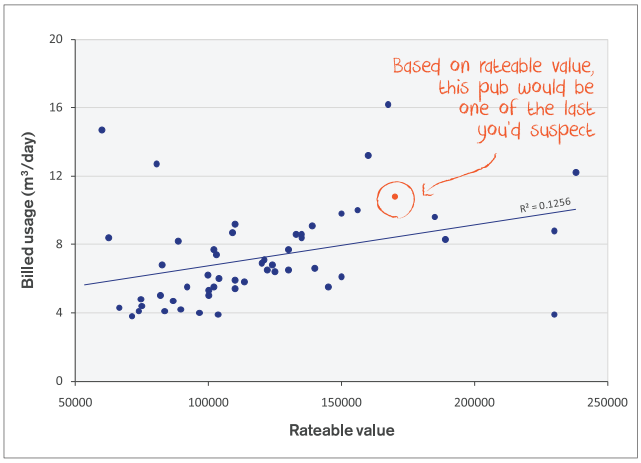

Figure 2: Once again, benchmarking yields nothing

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