

## Common problems and their symptoms and solutions

Common problem	Symptoms	Solution
Council does not know the exact location of utility meters	<ul style="list-style-type: none"> <li>• Council possibly reporting on the wrong assets</li> <li>• Council wastes time and resources trying to find meters on an ad hoc basis</li> <li>• Very difficult to verify consumption figures appearing on energy bills if you can't quickly locate a meter</li> <li>• Council cannot use GIS software to graphically represent energy use</li> </ul>	Meter audit
Council does not know what bills apply to which assets	<ul style="list-style-type: none"> <li>• Council may be paying bills for sites it does not own or operate</li> <li>• Cost and consumption data appearing on bills cannot be easily attributed to specific assets</li> <li>• Very difficult to empower asset managers with meaningful energy and water consumption and greenhouse emissions data</li> </ul>	Meter audit
Council does not know whether bills are accurate	<ul style="list-style-type: none"> <li>• Often councils have been paying bills based on estimations rather than meter readings for years because no one can find the meter. This leads to inaccurate and misleading cost data, particularly where Council has ceased using services.</li> <li>• Without having attempted to locate meters, Council cannot easily negotiate changes to billing and/or metering.</li> <li>• Councils may not know their rights surrounding utility billing. In the past, Ironbark has worked with councils who have refused to pay bills if they are continually estimated.</li> </ul>	Meter audit
Council does not know whether current metering is appropriate	<ul style="list-style-type: none"> <li>• Difficult to identify which assets should have one or more meters installed</li> <li>• Difficult to identify situations where meters are unnecessary. For example, some meters might once have serviced a single drinking fountain which has since been removed.</li> <li>• Unable to identify anomalies such as water leaks and energy spikes</li> <li>• Unable to identify opportunities for improvement</li> </ul>	Meter audit
Council doesn't have a reliable baseline emissions inventory	<ul style="list-style-type: none"> <li>• Council does not know what targets to set</li> <li>• Unable to report on progress to Community or internally</li> </ul>	Gap analysis