

STEAM: THE UTILITY BILL NOBODY CHECKS

About 1,555 Manhattan customers run on Con Edison steam.
A UtiliSave audit checks the math most of them never see.



WHY STEAM BILLS GO UNCHECKED

Every steam bill shows one number. Here's what sits underneath it.



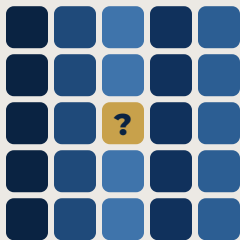
ON THE SURFACE
One number: the amount due.

BENEATH THE SURFACE



15+

Billing factors in one steam bill, by Con Edison's own count.



25

Pressure districts set a correction factor on your bill. Con Edison publishes neither the factor nor a district map.

Answer 1: not rounded
Con Edison response to UtiliSave

Answer 2: rounded
Con Edison response to UtiliSave

Two different answers on whether Con Edison rounds the weather data behind your bill's weather adjustment.

CON EDISON'S ANSWER: DO THE MATH YOURSELF

Q. HOW CAN A CUSTOMER VERIFY A STEAM BILL?

"Customers can capture their register readings and recalculate the bill."

Con Edison, answering UtiliSave in Case 25-S-0741



WHAT "RECALCULATE THE BILL" REALLY TAKES:

- ✗ A **pressure correction factor** Con Edison doesn't publish
- ✗ About **2.6 million data points** per pressure transmitter over three years, and Con Edison says even that **won't produce one customer's monthly factor**
- ✗ A **weather formula** Con Edison has explained two different ways

Few owners or managers can do that math. **UtiliSave does it for you.**



ONE ACCOUNT. TWO ERRORS.

What a UtiliSave audit found on a single Manhattan steam account.



WRONG METER CONSTANT

After a meter exchange, Con Edison applied a meter constant of **1 instead of 0.1**.

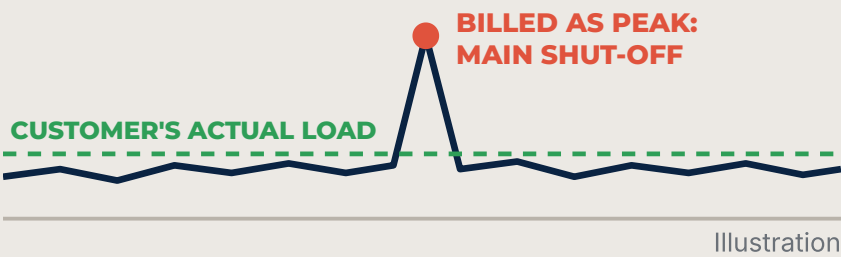


51% of the steam billed that month was never used, on a \$242,298 bill.



SOMEONE ELSE'S PEAK

A spike from a **steam main shut-off in the area** was billed as the customer's own peak demand.



Both corrected: Con Edison issued a credit, plus overpayment interest.



UTILISAVE HAS A SEAT AT THE TABLE

Where Con Edison's steam rates and billing rules are set.



A **party to Con Edison's steam rate case** (Case 25-S-0741), and a filer in the one before it (22-S-0659).



Our **CEO has testified before the PSC** in Con Edison's electric, gas and steam rate cases.



Backed by our **affiliated law firm, Steifman LLP**, for legal-grade regulatory research.



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