

# PROJECTED COST DOESN'T MATCH UTILITY BILL

One of the main reasons that the projected cost may not match your bill is the TIMING of the meter read. Utilities generally read your meter within 3 days of your targeted Meter Read Date. For example, if your Meter Read Date falls on a Saturday, they may read the meter on Monday. You can find when your meter was read by looking at your utility bill. It will state the date and time that the meter was read. The data being recorded is accurate, so over the course of several months the numbers will average-out.

Double-check that the Tariff details on your utility bill match the information that you put into the Utility Rate Settings in TED. See Footprints Dashboard > Settings > Utility Settings. Pay close attention to the meter read date, rate, and plan type as these are the common culprits of inaccuracies.

NOTE: Changing the Meter Read Date or the Tariff in Utility Settings will not retroactively change the information.

If you have any questions or need further assistance, please click [this link to submit a Support Ticket](#). We have found this to be the most expedient way to provide assistance.