

AUDITING PAST AND CURRENT UTILITY BILLS
RESULTED IN A \$700,000 ADJUSTMENT
WITH A TOTAL RECOVERY OF \$4.6M



CLIENT PROFILE



Our client is a large non-profit medical center based in New York. They have engaged UtiliSave's services for over 7 years, and over the course of this period Utilisave has secured continuous savings for them year after year. This year, UtiliSave obtained this large single issue refund for this client by performing a retroactive audit on old utility bills.



THE PROBLEM



After a careful review of our client's accounts, our auditors found that they were put on a highly disadvantageous billing rate by the utility company. The client's energy demand reached a threshold which should have automatically qualified them for a more beneficial billing rate meant for large energy consumers. Our proprietary technology and superior data analytics allowed us to dive further back and assess old bills, which revealed this problem.



When UtiliSave presented this error to the utility company, our findings were originally rejected because the utility company's records did not properly reflect the true usage. Due to this important but hard to address problem, it appeared as if our client did not meet the threshold.



THE SOLUTION



In our relentless pursuit to obtain the best possible rates for our clients, UtiliSave appealed to the utility company twice, each time with extensive supporting data.



The second time we approached the utility company regarding this billing rate issue, we presented data which they agreed proved that our clients met the threshold five years earlier. As a result, they offered a refund on the incorrect billing for a 3.5 year period. This initial refund totaled **\$180,000**.



But, we didn't stop there. We knew that our clients had met the threshold eight years earlier. Though the statute of limitations is capped at 6 years, we filed this matter more than 2 years earlier, preserving the client's rights. We were determined to obtain a full 6 year's worth of refunds, and after negotiating with the utility company a third time, they agreed to grant us an additional **\$520,000** for the remaining 2.5 years.



THE RESULTS



1

The final adjustment totaled to **\$700,000**, bringing the total savings to date for this client to over **\$4.6 million**. In addition, enacting the more beneficial billing rate will reap huge savings on an on-going basis.



2

At UtiliSave, we are dedicated to producing continuous results year after year for our clients. No matter how long they've been a client, we are always working to uncover new savings opportunities.



3

The UtiliSave team relentlessly seeks out opportunities in both current and past billing data. This differentiates us from our competitors. Our advanced technology and best-in-class auditors allow us to perform deep data dives, audit old bills, and recover savings that would have otherwise been lost. We find savings even in previously audited accounts.

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YEAR TO DATE SAVINGS REPORT FOR THIS CUSTOMER



Year



Water/Sewer



Electric, Gas, Oil & Steam



Total

Total to Date

\$2,498,142

\$2,140,138

\$4,638,280



WE CAN PROVE IT

Ask us for actual savings reports and case studies of success.

An industry leader in utility data optimization **since 1991**.

More than **\$700M+** in hard-dollar savings and refunds recovered.

Provides core services to over **16,000** properties nationwide.

Proprietary software dives deeper to deliver **larger net returns**.

Experience in **475+** tariff jurisdictions nationwide.

