

OVER \$1.1M IN BILLING ERRORS AND OVERCHARGES
RECOVERED THROUGH DATA ANALYSIS



CLIENT PROFILE



Our client is a prominent religious organization with hundreds of locations spanning New York City and New York State. As a non-profit, keeping expenses low is a big priority. However, because the client’s biggest concern is community outreach as opposed to profit, they lack the time and resources to properly inspect their utility bills.



After engaging UtiliSave’s services, our client is able to fully focus on their mission and purpose by letting our team of experienced auditors handle their utilities. For this client, UtiliSave audits accounts for water, sewer, electricity, gas, and steam.



THE PROCESS

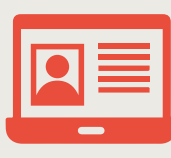
1



With the use of our proprietary technology and deep-dive auditing process, UtiliSave noticed an increase in baseline usage for our client’s steam account. This suggested that there was a potential metering error, meaning that the client’s steam usage was being recorded incorrectly. We raised the observation to the utility company, and they confirmed that the meter had a calibration issue.

For 18 months, our client’s meter was over-reporting their usage. We obtained refunds for this error and ensured that the problem would be fixed going forward.

2



UtiliSave also discovered that many of our client’s accounts were being classified by the utility company with a rate that was inappropriate for a religious customer. We determined that considering the multitude and scale of our client’s facilities, the rate they were being billed on resulted in bills that were 2-3% greater than they should be. UtiliSave revised the client’s account classification, cutting tens of thousands of dollars from their yearly utility expenses for this one issue alone. Currently, we are addressing this client’s right to obtain refunds going back 6 years for this misclassification, negotiating with the utility involved and the Public Service Commission.



RESULTS



Not only did UtiliSave obtain refunds for past and current billing errors, but UtiliSave ensured that these issues were permanently resolved so that our client will not be overcharged for their utility usage going forward.



At UtiliSave, we aim to be our client’s biggest advocate, negotiating and litigating on their behalf. With almost 30 years of experience and best-in-class technology, our auditors know how to maximize every opportunity. Delivering continuous savings year after year is our top priority.

In 2020, UtiliSave recouped \$395,623 in savings for this client. This brings the client’s total savings to date to \$1,163,993.



YEAR TO DATE SAVINGS REPORT FOR THIS CUSTOMER

 Year	 Water/Sewer	 Electric, Gas, Oil & Steam	 Total
Total to Date	\$150,728	\$1,013,265	\$1,163,993



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.

