



FAQ: Why a Utility Bill Audit is Mission Critical

If you have any additional issues or questions, please feel free to reach out to one of our representatives.

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We already handle this internally.

Great, so you have in-house staff auditing your utility bills. When you engage UtiliSave, any additional monies uncovered then are truly additional value added. And, if by chance UtiliSave finds no additional funds, then UtiliSave, as an outside expert, will have validated the work by your in-house staff at no cost.

However, regardless of whether you currently undertake this work in-house - how much time and expertise does your internal staff have in reviewing utility billings, as well as researching and studying the taxes and tariff matters that apply? Typically such staff has many competing priorities, and overall little time to devote to achieving expertise in this area.

UtiliSave has over 25 years of experience analyzing complex data sets – the more granular the better – through our robust proprietary software to secure refunds and pin-point operational inefficiencies for continuous savings year after year. In addition, we perform intricate tariff and contract review to find discrepancies and the best rate option.

Optimizing utility data is not an easy task, but is our only focus, and without the commensurate knowledge and expertise, money will be left on the table.

We are or already have had a utility bill audit done externally.

That does not diminish our interest in your engagement! UtiliSave's utility data analysis is unparalleled in the industry, and we prove this by securing more savings and refunds for our clients than any other firm – marching strong towards \$1 billion in found revenue. Time and time again, UtiliSave is brought in to prove our worth after another entity had performed a utility bill audit, and that is where we shine. Our trailing audits, or second looks, have uncovered millions of dollars in missed refund opportunities by other auditors.

[Here is an info-graphic on what sets us apart from others.](#)

[I do not have the time to handle this initiative.](#)

This is truly mission critical. Did you know there is a statute of limitations on each billing issue? The longer you wait, the more refunds and savings opportunities become unable to be claimed. UtiliSave works diligently on your behalf and our process is designed to be the least intrusive to you and your team as possible. We only need nominal information upfront, and then we are off to undertake our analyses.

[Here is the client checklist for items needed to move forward with BillAudit.](#)

[Here is an info-graph on the BillAudit process.](#)

[Utility bill auditing is not a priority for us.](#)

Billing errors, incorrect rate structures, meter billing miscalculations and operational inefficiencies negatively impact your net profit, and UtiliSave has a 94% success rate in recovering savings and refund opportunities for clients. We reduce utility costs by as much as 10% within the first 18 months, and our monthly review of utility data produces continuous results year after year. Securing lost revenue, while increasing savings with no risk or time commitment from you should indeed be a priority.

[Here is an info-graphic on the importance of our services.](#)

[Your fee seems too high.](#)

Our contingency fee is 40%. From our smaller clients, to those with utility spends of \$150 million or more – all are paying the same fee. We have seen time and time again that other entities who charge less only grab the low hanging fruit, and do not dive nearly as deep into the utility data as we do, and certainly do not do so continuously year after year. We have many clients we save millions of dollars for annually for 10 to 15 years running.

With UtiliSave, there is no upfront cost or advanced payments, and the risk is all on us. If we do not find anything then we are not compensated for our efforts. Even if we engage outside counsel or engineers – all costs are on us until we achieve success. It is in our best interest to secure the most significant refunds and savings, which is why we built the most robust data analysis software in the industry.

In addition, our clients receive a number of *free*, value added services which include UMI - our online energy management platform – Benchmarking on Energy Star, Procurement Assistance, UseAudit™ - which identifies operational inefficiencies - and our seasoned team of industry experts for superior utility insights and guidance.

[Here is an info-graphic on our fee structure.](#)

Our Bill-Pay Consultant or Procurement Consultant is looking at the bills.

What we do goes far beyond what should be considered the scope of work undertaken by a Bill-Pay or Procurement Consultant. What sets us apart is our premier forensic utility bill auditing with proprietary software to secure immediate refunds; deep dive comprehensive analysis to identify billing irregularities to save you significant sums of money over time; tariff and contract review for discrepancies and the best rate available; and much more. These are not added services, but our primary focus and our results reflect our advocacy on these matters.

I am weary that once you get my approval, you can make decisions on my behalf.

Our process is designed to only benefit you and recoup savings and refunds. It is also designed to be as least intrusive to you and your team as possible. We only have an interest in implementing issues that ultimately result in savings for you, our client, and we have no incentive to do otherwise. We will also not make any major changes without your consultation.

We don't like contingencies.

UtiliSave works on a contingency fee basis, which speaks volumes to our invested interest in achieving maximum refunds and savings. Either we find you money and we share in the savings, or we find nothing and you pay nothing. This fee structure is designed to make clients feel comfortable knowing that our services are provided at no risk to them, and anything we find will be additional revenue. With that said, if a contingency fee is not suitable to your methods of business, we are also open to arranging a fixed fee. Please discuss this with your sales professional.

We have a good relationship with the public utilities and do not want to tarnish that.

We are consistently engaged by companies who have terrific relationships with their utilities, and our relationship with the utilities is very strong as well. These relationships are strengthened when we are able to counsel a customer about their bills and as a result, they pay the bills on a more timely basis. Or, we negotiate a payment plan for a long delinquent account, so that the utility company receives payment on a regular basis, where previously there were no payments. While we are fierce advocates for our clients, we have a reputation of being fair and well thought out in the claims we bring to utilities. This helps us all achieve overall better results.
