



“75% of our clients have received refunds and/or credits,”

DOUBLE/QUADRUPLE ENERGY CHARGES

Government Agency receives \$1,494,911 in invoice audit refunds

HOW IT STARTED:

A U.S. government agency retained NuEnergen to audit electricity invoices.

THE PROCESS:

During an audit of the client's electricity supply bills, NuEnergen's audit models flagged several account being billed for 2 to 4 times the contracted energy rate. NuEnergen's bill models recalculated the charges on the bill and notified the supplier of the error. Since the accounts were had consolidated invoices on the utility bills, NuEnergen had to work with both the utility and supplier to refund the overcharges.

THE RESULT:

In just over 2 months from identifying the error, the client's erroneous invoices were cancelled and rebilled at the proper rate. The total refund after the charges were re-billed was \$1,494,911 across the 13 affected accounts.