



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

INCORRECT LOSS FACTOR

Government Agency receives \$118,466 invoice credit.

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 discovered that the supplier was incorrectly applying loss factors to indexed energy costs. While reviewing the utility tariff and the supply agreement, NuEnergen saw that accounts receiving higher voltage service from the utility should be charged lower loss factors than what the supplier was billing. NuEnergen also discovered that these loss factors were not being correctly applied to negative (credit) charges to the benefit of the supplier. NuEnergen presented the supplier with the appropriate utility tariff sheets and contract language proving the incorrect application of losses.

THE RESULT:

NuEnergen's recalculation of the affected invoices was verified by the supplier. The resulting credits totaling \$118,466 were applied to the accounts' subsequent invoices.all invoices going forward.