

Commercial Energy Solutions (C.E.S) saved Country Court Care Ltd  
£9345.08 in 2011

Achieved through invoice validation rebate

#### ABOUT COUNTRY COURT CARE LTD

With over twenty years' experience in the care industry, Country Court Care provides expertise and excellent service.

Family owned group homes are based across Lincolnshire and Cambridgeshire and have become part of the communities. The group was recently awarded the Care Employer Award 2011 in the Great British Care Awards: East Midlands, as well as achieving Best Companies 2 star status and Investor's in People. They were also nominated for the Health Investor's Residential Care Provider of the Year Award for 2012; one of the sector's most recognised national awards.

TASK – Invoice validation, Dispute management and Rebate

#### Task overview:

Whilst administrating the transfer of the supply between suppliers in March '11, it became apparent that the client was billed for gas consumption at an already terminated supply point. According to the previous supplier (2008-09) the gas supply was not terminated in accordance with National Grid procedures. Consequently the old supply remained 'live' on the National Grid database, suppliers had no knowledge of the new supply point or the new meter installation and billing was estimated for 14 months. Suppliers rely on the accurate National Grid data to price supply contracts and bill their customers. Suppliers did not read the meter in question for over 2 years. Had suppliers attempted to read the meter, they would have realized it was removed and the billing issue may have been resolved sooner.

#### FINDINGS

Commercial Energy Solutions (C.E.S) was commissioned as the consultant on a performance related basis to investigate and resolve the billing issue as well as to register the new supply. A historical bill audit was carried out and the following was established:

- The supplier in 2008 & 2009 closed the account with an estimated meter reading of 7444 on 12.5.09. The meter reading may not have been an accurate reflection of the usage as the meter was removed in late 2008. C.E.S proposed the closing meter reading to be amended from 7444 to 6540 or 29,069 Kwh units.
- The existing supplier transferred the supply on 12.5.09 with an estimated opening read of 7444. This should be amended to our suggested closing meter of 6540 at the time of meter removal.
- The existing supplier was billing the customer on estimated meter readings from 12.5.09 until April '11 when notified by C.E.S that the meter is removed and supply terminated.

**CONCLUSION:**

C.E.S's findings were presented to suppliers. The appointed supplier in 2008 & 2009, and at the time of the meter exchange, had responsibility to register the termination of the old supply and commencement of a new. They have also given up their claim to supply the new meter and allowed the existing supplier to complete registration.

C.E.S supplied the on-site meter asset data and instructed the existing supplier to complete registration of the correct meter, supply point and to rebill the account. The account was re-billed by crediting all charges for the removed meter at £19158.94 and replacing it with charges on the actual on-site meter £9813.86.

This left the customer with a rebate of £9345.08 (£19158.94 - £9813.86) which was promptly refunded.

Whilst the nature of meter removal in 2008 has contributed to the billing problems, we are of an opinion that the suppliers could have acted sooner in locating the correct meter and billing it to an accurate read.