

CUSTOMER:

Punto Pasta Ltd

COST SAVING PROCESS:

Supplier billing dispute

ELECTRICITY COST:

Saving of £ 19,833.84 (voided unsupported electricity charges)

BACKGROUND:

The client was refurbishing an empty business unit and received an invoice for £19,833.84 from their electricity supplier for a period of 3 months. The customer found energy consumption to be unusually high and decided to make enquiries with the supplier. The supplier was not interested in the customer's claim to investigate the meter or charges and eventually passed the account to a Debt Collector. The supplier then disconnected the meter thus leaving the customer without power.

CHALLENGE:

CES were instructed to conduct an independent investigation in consumption and charges in order to manage the billing dispute with the supplier. CES requested electronic data flow from the meter via its GPRS modem. When analysing the meter reading data, we spotted the same consumption pattern every night over a period of 2 months. The probability of the same consumption pattern every night is remote so CES demanded to see data log sheets. It was at this stage that the supplier made a 'U-turn' and admitted that the meter data was manually mapped and not retrieved from the client's meter.

RESULTS:

When faced with the possibility of escalating the complaint to regulatory bodies and even the media, the supplier decided to write off the full amount of £19,833.84. They also reconnected the meter and apologised.

CLIENT COMMENTS:

"If it wasn't for the knowledge and expertise of CES we would have had to settle to pay the estimated invoice in order to reconnect the meter. When I approached CES for help, my expectations were only to reduce the outstanding amount to an affordable amount. I doubted if an energy supplier could make an error and issue the invoice where energy was not used. I almost convinced myself that someone was at the site every night and turning on the heating. Negotiating the cancellation of £19,833.84 invoice probably saved our business."

Chitan Ramchurn

Director

Punto Pasta