



CUSTOMER:

T Bourne & Sons Ltd

CHALLENGE :

To resolve billing errors made by supplier

RESULTS: £1152.42.00 saving

During the transfer of electricity supply, it became apparent that the previous supplier had billed to transposed readings since the beginning of the account. This was not highlighted by the supplier and final bill resulted in higher charges.

C.E.S challenged the supplier's billing methods and accuracy which resulted in a £687.44 refund to T Bourne & Sons Ltd.

3 months later, another invoice was received despite confirmation that no further money was owed.

C.E.S challenged this invoice and had the charges of £464.98 removed.

C.E.S achieved a £1152.42 saving as well as saving the customer time and effort resolving this query.

CLIENT COMMENTS:

Thank you very much Jodie, it is much appreciated