



**TOTAL SAVINGS
£1.152.42**

BACKGROUND

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

FACED CHALLENGE

To resolve billing errors made by supplier.

OUTCOME

CES 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.

CES challenged this invoice and had the charges of £464.98 removed.

CES achieved a £1,152.42 saving as well as saving the customer time and effort resolving this query.



QUESTIONS? CONTACT US.

If you need guidance on **flexible purchasing, compliance, or any of our energy services**, our dedicated team is here to help. Let's work together to create solutions tailored to your business needs.

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