



Over the last 10 years, millions of pounds have been reimbursed to customers who were the victims of erroneous electricity charges.

### **What will CBS do?**

- Carry out a historical audit of invoices from your electricity suppliers (up to 6 years previously) and identify areas of incorrect charges.
- Have these overcharges refunded and reimbursed to you.

### **The Process**

#### **CBS will:**

- Require a contractual agreement to proceed.
- Request a letter of authority in order to approach the supplier in question.
- Need access to suppliers' invoices and contracts (minimum last 12 months).
  - Identify potential problem areas.
  - Within 6 weeks present results and analysis.
  - Agree with yourself the refunds to be actioned.
- Negotiate all refunds on your behalf with the supplier.
  - Not charge you if no errors are identified.
  - Share a percentage of the refund as a fee.

## **What is historical invoice auditing?**

The identification of all the individual elements that combine to create a contract price and the verification that each of those elements are correct. Historical invoice auditing isolates incidents of overcharges that have been made to customers using faulty contract prices.

Deregulation of the power industry has led to continued errors in invoices raised on commercial customers.

After using CBS auditing services, you will know and feel confident that your future bills are more accurate and affordable.

To find out if we can help you contact us.