



FOR TOWNS, COUNTIES & PUBLIC AGENCIES

Recapture & Remove *Overcharges* & Errors



National Utilities Refund works with the public sector to remove errors and overcharges within utility invoices — securing refunds and creating uncontested reductions in your monthly bills, with savings going straight back to your community.

— UTILITY BILL AUDITS · EST. 2011

THE OPPORTUNITY

80%

of organizations are overcharged on utility expenses due to calculation errors & discrepancies billed by providers.

WHAT WE DO

A 100% accurate invoice

Our utility bill audit rectifies and refunds any errors and overcharges found within your invoices. You add directly to your bottom line by removing charges you no longer need to pay — with the assurance every invoice is correct.

NO RISK

NO OBLIGATION

PURELY CONTINGENT

1.800.687.1968 · NationalUtilitiesRefund.com

TWO LEVERS WE PULL

Ways to Reduce Your Utility Expenses

Reduce your rates

We procure competitive bids on your electricity and natural gas to secure the lowest possible supply rate. As a licensed energy broker, NUR handles energy supply outside of the audit — so you keep 100% of any savings achieved under a new supply contract.

Ensure accurate & cost-effective charges

Identify any billing errors in your historical usage and ensure your account is billed under the most cost-effective meter classification to minimize distribution charges. Our audit reviews every line item to confirm accuracy and cost-effectiveness.

COMMON ERRORS WE UNCOVER

- ✓ Misclassified meters
- ✓ Estimated meter reads
- ✓ Cooling tower discounts
- ✓ Optional time-of-use metering
- ✓ Street lighting discrepancies
- ...and more
- ✓ Tax & surcharge discrepancies
- ✓ Contractual terms vs. billed rates

WHAT OUR AUDIT INCLUDES

TELECOM & COMMUNICATIONS

- ◆ Audit of all local, long-distance, wireless, data, and internet charges
- ◆ Evaluation of line charges, usage charges, and feature packages
- ◆ Ongoing monitoring to consolidate services and remove outdated charges
- ◆ Validation of contractual charges against actual billed charges

ELECTRIC, GAS, TRASH HAULING & WATER/SEWER

- ◆ Audit of electric (incl. 3rd-party generation), water/sewer, and gas bills over 3–4 years
- ◆ Full analysis of usage to ensure all tariffs are correct
- ◆ Correction of meter errors, demand errors, rate structures, and minimum charges
- ◆ Validation of contractual charges against actual billed charges



About our team

Our auditing team has over **60 years of combined experience** across more than 48 states, plus Mexico and Canada. We don't use software to target low-hanging fruit — every utility bill is analyzed by an experienced auditor, and **around 80% of our audits produce findings**.