

Case Study #6

Over billing and obtaining refunds

Satisfied with their arrangements with energy contracts arranged by another broker the client agreed to our free Account Validation Report stating they were aware of VAT/CCL issues and had achieved rebates in the past, however as they had nothing to lose they invited us to review their energy invoices.

Gas supplies to the care homes had been changed in 2011 to Corona on, however the tax treatment of the energy bills had been ignored. Also, when we reviewed the British Gas accounts between 2007 and 2011 bringing the total review period up to 4 years we found significant overbilling had occurred as a result of the failure to submit the necessary paperwork.

The result for this customer was a total reclaim of £18,600 that came from Corona and British Gas.

As the client is not VAT registered the ongoing impact on their energy bills is also significant as the CCL is removed and the VAT is reduced by over 25% (bizarre but true - the client also pays VAT on the CCL amount!!)

The client engaged us as their preferred energy broker in view of our knowledge and ability to manage their energy accounts properly.

This case study shows how critical intervention by CCS helped a charity to significantly reduce its energy expenditure through its understanding of current market rates.