

BUREAU SERVICES

Bill validation (also known as 'Bureau Services') is where we review all your bills and double check that you have been charged the correct amount for your usage and tariff. If there is a discrepancy between what you're being asked to pay and how much you should be paying, we will investigate this on your behalf.

A proportion of utility supplier bills do not accurately reflect what should be being paid when taking into account usage, tariff and additional agreements. At Advantage Utilities we know that you should only be paying for what you use, and we're here to make sure that's what happens.

Bill validation can be undertaken to bills for both single and multi-site properties, for all utility and contract types. We can validate your bills as a standard part of your energy management programme or we can review any single bill you wish to query.

WHAT'S INCLUDED

Our Bureau Services include but are not limited to the following:

Validation and Verification

(Pre-payment) - check your incoming bills prior to the payment date to ensure that any discrepancies are corrected by your supplier before you make payment.

(Post-payment) – check your previous bills (within a certain time-scale) dependent upon the billing period of your specific supplier (monthly or quarterly).

Supplier Dispute Resolution

Working on your behalf to resolve any issues directly with your supplier or investigate any inconsistencies.

Processing non-AMR*/AMR meter readings and submitting them to your supplier before the billing window.

Obtaining half-hourly data from your Data Collector to ensure that they correlate with your billing for a specific period**.

Chasing for overdue bills, identify missing bills and querying duplicate bills on your behalf.

Negotiate with utility suppliers to ensure recoveries are made and credited correctly and in a timely manner.

Portfolio Reporting

Providing you with a comprehensive overview of your energy portfolio to assist with your energy and budgetary strategy.

Retrospective Review

Auditing historical bills going back up to six years covering specific years and/or specific sites. Any discrepancies in your billing will be identified and the supplier accountable will be approached to acquire a rebate if necessary.

Bespoke Review

We can provide you with bespoke reporting tailored to your individual business needs and requirements.

Call us today on 0207 371 5360, or speak to your account manager, to find out more.

*Automated Meter Reading

**For clients with Half Hourly meters.