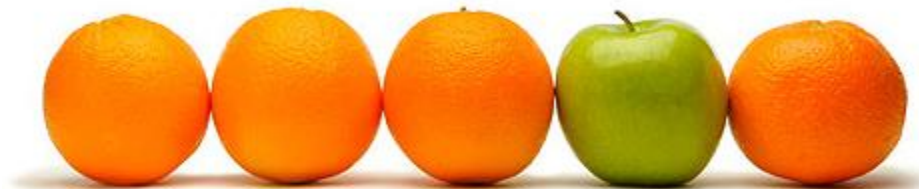


renewable partnerships

historic and monthly bill checking service



Bill Checking Service

Executive Summary

Renewable Partnerships is an award winning energy consultancy, focusing on Northern Ireland but also with a significant number of clients in GB and ROI

With a customer base of over 150 clients we have access to a significant number of client invoices. We have been struck by the errors that we have identified in many of our client bills

These errors have been primarily a function of the complexity of the bills. In every case suppliers have been very willing to address any errors as these will often arise from the large number of different organisations involved in the generation and distribution of power – the interaction of these many bodies can occasionally be the root cause of billing errors. The sheer complexity of the bill-layers within this context can also contribute to the opportunity for mis-billing

Our experience has led us to develop a specific bill-checking service

Some tariffs are straightforward to check (T031 Popular; T032 Nightsaver; T033 Weekender) but nevertheless we have identified a number of organisations charged VAT and CCL (Climate Change Levy) inappropriately

The majority of larger users are billed via a multi rate tariff, most commonly T101. The multi-layered profile of such tariffs makes an audit process difficult so Renewable Partnerships has developed an audit process to enable an accurate comparison of what clients have been billed against the charge that they should have received

We are a Belfast based business specialising in the development of energy cost reduction. We have established relationships with every supplier to the Irish Market, North and South. We have the ability to review your electricity usage and identify the optimal tariff that you should use

NIAUR Regulated Charges								SEM Regulated Charges		
TUoS	DUoS	CAIR Moyle I/C Charge	PSO	SSS	ROC	Availability	Standing Charge	Market Operator	Imperfections	Supplier Capacity Charge
SONI	NIE Networks	SONI	NIE Networks	SONI	HMRC	NIE Networks	NIE Networks proportion regulated	SEMO	SEMO	SEMO



MULTI – RATE PROFILES

Understanding your bills

Supplier contracts are generally agreed with a specified flexible, floating or fixed arrangement for the energy component of the overall bill. Other than generally minor variations in the Standing Charge, this is the only component that can differ between suppliers.

A significant proportion of the Multi-rate bill comprises of **Pass Through Charges** which are set and managed by the Regulator. These charges are used to pay for the transmission and distribution of electricity across the Northern Ireland Network.

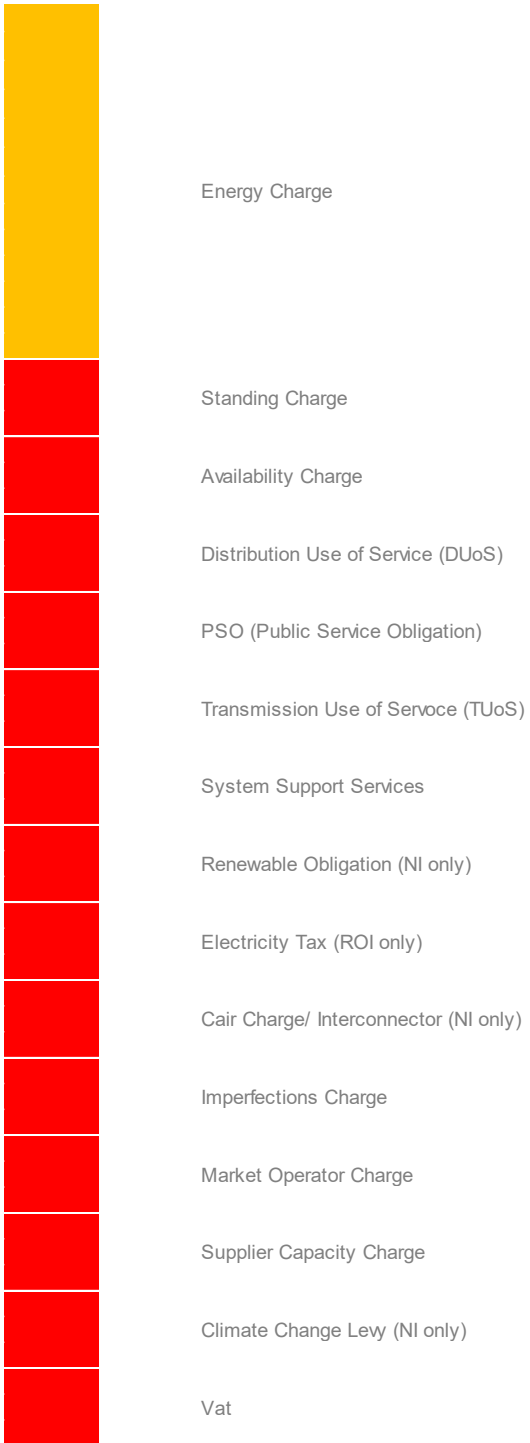
The majority of these charges are applied at a fixed rate, revised each Autumn for the following year.

Others, such as currency adjustments, are agreed once a year and applied for the following 12 month period.

Supplier Capacity Charges are agreed each month in retrospect and then applied to Multi-rate bills by the supplier. Different SCC charges are appropriate to supply at different times of day so that each customer will have a unique SCC charge depending on their specific usage.

Vat and CCL will normally be charged at 20% and CCL at £0.00559 although certain categories of client can enjoy a reduced rate of Vat together with CCL exemption

Tariff Adjustment Dates	
April:	Climate Change Levy HMRC Variants
Oct:	DLAF Standing Charge UoS; DUoS Availability Charge (CSC) System Support Services Renewable Obligation Cair/ Interconnector Imperfections Charge Market Operator Charge
Jan:	Currency
Monthly	Supplier Capacity Charge



WHAT WE DO

Commission RP

- Whereupon you agree to appoint Renewable Partnerships Ltd to review your electricity bills. We will then begin the process of examining your invoices.

Half Hour Data

- We include an LOA (Letter of Authority) specific to NIE. This will allow us to request a data file which shows the consumption per half-hour over a period of 365 days.
- This data is accessible back to July 2012

What should have been

- We then undertake:
 - A bill analysis to establish what you should have been charged within a specific 12 month period
 - We have access to the Supplier Capacity Charges that were issued by SEMO each month and how these should have been applied to your bill depending on the profile of your power usage
 - We will profile your electricity bill to establish the number of units that were supplied within each time period and establish the charge that should have been levied
 - We will calculate the relevant taxes and levies that should have been incurred

What was actually charged

- Comparison Activity:
 - With 12 months bills we will be able to develop a detailed comparison between what was charged and what should have been charged
 - We will develop an detailed analysis output which can be used for discussions with the relevant electricity supplier

Response

- Analysis Response:
 - The data that we process will enable us to prepare a detailed analysis of the consumption pattern of your organisation – this will be given to you in both graphical and tabular formats
 - We will also give you an overview of any disparity between what you have been charged and what may have been an unintentional error.

Refund Arrangement

- Once you have agreed that you are satisfied with the output that we have generated we will approach the relevant suppliers with the output of the analysis
- We will support our supplier interaction with all relevant Regulator published data, data downloads and client invoices

Refund Process

Following a bill-check analysis it may emerge that a financial reconciliation may be necessary.

On your behalf we will

- Prepare a supplier facing analysis illustrating the correct level of charge that should have been applied to the specific Meter
- This analysis can be undertaken for multiple years
- Prepare a comparison analysis showing the charges that have been applied together with the charges that should have been applied
- Present the analysis to the supplier together with a statement of overcharging
- Follow through the process to ensure that a refund issued

Monthly Bill Checking Option

A number of particularly high users of power have requested that we undertake a monthly check of their bills to ensure accuracy. The significance of even minor billing errors can be magnified significantly when spread over a large number of units.

Clients who use this service are supplied with

- Monthly retrospective 'mock' bill
- This 'mock' bill comprises of usage data and variable pass-through components
- Non-variable pass-through costs are applied transparently
- The impact of DLAF (Distribution Loss adjustment Factor) is illustrated
- Currency adjustments are applied at the rate relevant to the month invoiced

Even when bills are seen to be accurate clients who incur a monthly electricity charge in excess of £100,000 value the knowledge that they are being appropriately charged for this overhead



NEXT STEPS

- Enclosed with this document are two copies of our business agreement – before we can act on your behalf we need to be appointed as your electricity brokers
- A part of this agreement is a ‘Letter of Authority’ LOA which will enable us to gather usage and billing information relating to your organisation
- We have also included a statement of understanding between your organisation and Renewable Partnerships. This includes an understanding that you acquiesce to our agreed billing structure
- We will respond to you with an analysis of the refund opportunity. Assuming that you are satisfied with this we will begin the refund process with the supplier



COMMITTED TO QUALITY

Renewable Partnerships are a member of the TPI Code of Practice.

We value your custom and make a point of acting in a fully transparent and open manner.

CONTACT RENEWABLE PARTNERSHIPS DIRECT

If you would like further information or help regarding the model highlighted in this proposal, Renewable Partnerships would be delighted to hear from you using the details below:

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