

# Common Utility Bill Errors

Here are some of the errors and abnormalities Titan finds on client's utility bills.

## Wrong generation rates applied on a bill.

Supplier contracts stipulate how much you should be paying for the generation of your power. Identify when you are being billed at the wrong rate not actually specified on your signed supplier contract.

$$\text{Usage} \times \text{Rate} = \text{Cost}$$

## Duplicate Invoices.

Utilities and suppliers may send a bill twice. By proactively reviewing your bills, you can spot these duplicate invoices and avoid paying more than necessary.



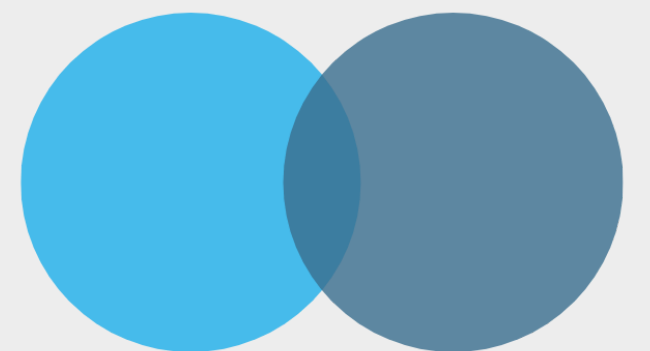
## Incorrect line-items charges.

Most utility bills list taxes, rates, and energy charges. If you are tax-exempt, it is important to have an automatic check in place will ensure tariff errors aren't increasing your utility bill.



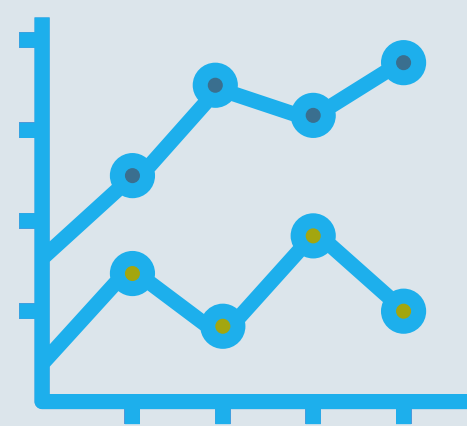
## Supplier contract period overlap.

Customers will often switch from one energy supplier to another in deregulated markets. Make sure your new contract is starting only after your old contract ends.



## Usage deviates from last year.

Track large deviations in costs or usage on a bill that is exceptionally high or low relative to the previous month, or to the same period last year, can help lead you to any underlying problem at one of your properties.



## Closed account invoice.

Customers with large building portfolios are consistently opening and closing utility accounts. Ensure the account is switched to the new tenant and removed.



## Account credit not showing up.

When bill errors have been identified or your renewable energy project generates net metering credits, utilities will often provide customers with a credit on their upcoming invoice. When this happens, make sure this account credit is actually carried forward as an adjustment on your next bill. Otherwise, you might miss these savings.

