

Mike Handley Services
Utility Rate Audit

Frequently Asked Questions

1. You offer a free rate analysis to your customers. How do you make money?

We are paid from the savings we produce and the refunds we get for you. We share in savings for 24 months after we institute a change that reduces your bill. If there's a refund, we split the proceeds. You do not pay us until you have received the refund.

2. What is the duration of the contract?

Our contract is for ONE YEAR. During that period you will send us your prior AND current electric bills, and we will perform a rigorous audit to determine if you are, or ever have been, erroneously billed. At the end of the year, we provide a report to you that summarizes your energy usage. It is your option to renew the contract at the end of the term. We share in savings for 24 consecutive months after we institute a change that saves you money, whether you renew the contract or not.

3. How do I know the amount you say you're saving me is, in fact, correct?

We will bill you for the shared savings periodically over the 24-month period. Our invoice will include a report that shows what each electric bill WOULD HAVE BEEN if no change had been made and what each electric bill HAS BEEN since the change. The difference between these two amounts is how much you saved. You can call your utility's customer service department, and they will run a similar report to confirm our calculations are correct.

4. What if the change you make loses money?

We will share in the losses; so if we lose money in one month, but save money the next, the net savings would be shared. Because of the rate structures for electricity, it will be possible that during certain months you may lose money due to the change, but overall you will save money. That's why we share in the savings AND losses over a 24-month period.

5. What's the probability that I would either get a refund or save money in the future if I work with you?

There's a very high probability if our experience in the past is a reliable predictor of the future. Currently, our experience has been that 82% of our customers have received a refund, saved money or both!

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6. Can't the utility make these changes, so I don't have to share the savings?

Yes, the utility occasionally recognizes certain errors, and they will make corrections. However, they usually do not issue a refund unless the customer asks for one. We encourage prospective customers to work with the utility to identify billing errors before signing a contract with us. In some cases, this will pay off for the customer. In most cases, however, the utility will defend their prior billings unless the customer finds the error.

7. What is the process for changing the way I am billed?

After we complete our analysis, we will contact you if we need to make changes. We will explain the changes, why we think they should be made and what the benefits would be. It is entirely up to you whether we make the recommended changes. You are in complete control because your decision is final. We will also ask you for permission to file for refunds too.

8. Can I get references from your customers?

Sure! Send us an email, and we'll provide references.

9. How do I get started?

Send us an email, and we'll contact you to start the process. Sample contract forms and utility authorization forms are available on our website.