

Mike Handley Services (MHS) Our Mission

Electric utilities incorrectly bill some of their customers every day. This is primarily because of faulty metering and the complexity of utility rates and billing processes. Most of the time these errors cause customers to pay more for electricity than they should--over-billings. Under-billings do occur, but they are rare.

The mission of Mike Handley Services (MHS) is to find over-billing errors, get them corrected and get money refunded by the utility to our client.

The Public Service Commission (PSC) in the State of Florida allows customers to recoup over-billings as far back as the customer has utility billing records. If the customer has not retained historical records, the utility is required to provide records for the past twenty-five months. *With historical bills provided by the customer or the utility, MHS can find errors and get a refund.*

The PSC mandates that utilities place a customer, “who requests it,” on the “most advantageous rate available to him.” Since rate application is very complicated, the customer relies on the utility to select the most advantageous rate. Unfortunately, utilities frequently do not select the most advantageous rate. With our experience exceeding thirty years, MHS has the expertise to determine which rate application is the “most advantageous” to the customer of the utility. MHS will have all improper rate applications re-billed on the proper rate and a refund made to the customer. Going forward, the proper rate application can be made, and the customer is able to save on their future electric bill because of the change to the appropriate rate.

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MHS receives money from the client only if the client receives a refund from the utility. Then, and only then, does the client share with MHS 50% of the refund made by the utility. *Therefore our clients do not spend any of their own money for this service—it's free.*

Going forward, MHS supplies the client with a detailed statement each month that shows the amount their electric bill would have been had the rate not been changed, as compared to the bill received from the utility. This savings is also shared with MHS at a rate of 50%. This sharing arrangement is for two (2) years and thereafter the client keeps *all* of the savings realized due to a change to a more cost-efficient rate.

There is an added benefit that the client receives from MHS. MHS prepares a complete statement of billing parameters such as cost per KWH, annual patterns, itemized histories, errors detected, etc. At the end of the contract period (normally one year), a final synopsis is supplied. Should the client request an extension of the contract for one, two or five years this history will also be supplied annually. *There is no charge for this valuable historical documentation.*

MHS has the expertise that no other rate consultant possesses to find errors in billings and rate application. Mike Handley, the founder of MHS, and his staff have over 60 years of utility experience. Mike, with his thirty-three years of utility experience, is recognized in the State of Florida as a premier rate application expert. MHS has extensive experience in all classes of customers including active contracts with City Governments and State School Boards. MHS also offers other engineering services beyond rate consultation. These optional services for the benefit of MHS clients are billed at an hourly rate under a separate contractual arrangement.

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