

# Is Your Business Being Overcharged?

Regarding waste, telecom, industrial laundry, and utility charges, there are many components affecting how much your business owes. Below are some tips to help you determine if you have been overcharged by your vendors (and entitled to refunds) and how you can optimize your charges, which will help you save money for years.



WATER, GAS, AND ELECTRIC

- Recalculate your bill using the utility tariff assigned to you.
- Ensure tariff was applied correctly for the past 36 months.
- Review other available utility tariffs to ensure you're operating under the most cost-effective tariff.
- Review all fees, charges, and taxes to determine validity.
- Verify percentages used for fees, charges, and taxes based on the rules and regulations for your state and industry.
- If you're operating in a deregulated state, request bids from all available energy suppliers and compare rates.
- Make sure usage on your bills align with how much power/water you're consuming. Check if your readings are estimated.



WASTE (TRASH, RECYCLING, MEDICAL)

- There is no state regulation over a private hauler's pricing. Verify you are not paying more than other customers for the same service.
- Review invoices for contamination and overage charges.
- Review waste service levels, pickup frequencies, and containers used.
- Optimize waste service levels generated at each location.
- If you use a broker or GPO, obtain an independent, expert cost verification to ensure you're paying the least amount.
- Verify fuel surcharges, rate increases, admin charges, and adjustments for changes in CPI.
- Review all fees (environmental, recovery, excess disposal, etc.).
- Review terms and conditions on all waste contracts; learn what fees can be negotiated or eliminated.
- Constantly monitor changes occurring in landfill operating costs.



## TELECOM (PHONE AND INTERNET)

- Take inventory of lines being used and lines on your bill.
- Review calling features and services to verify they are being used.
- Check for cramming charges (unauthorized charges on landline and mobile bills).
- Examine taxes and surcharges to determine validity.
- Verify percentages used for taxes and surcharges based on the rules and regulations for your state and industry.
- Remove long distance charges not being used. Given the bill complexity, it can be difficult to identify long distance charges.
- Phone bills do not give all of the information about your services. Obtain and review the “secret auditing tool”, the Customer Service Record (CSR).
- Stay up-to-date on market trends and pricing.
- Before contacting your service provider regarding invoice discrepancies, know the statute of limitations for refunds.



## INDUSTRIAL LAUNDRY

- Ensure you have the final, signed service agreement(s) for each vendor. Use this to compare to every invoice.
- Gain knowledge on the over 50 different pricing and term variables affecting each agreement.
- Pay attention to the seven pricing components for each item; these are increased without knowledge.
- Review your invoices for miscellaneous charges (service, environmental, lost items, ruined items, prep charges, and more).
- Be careful of “Advantage Programs”; these might not be to your advantage.
- Check for new products and services added after service begins or new contract begins.

## How We Can Help.

DPP/Integrity Cost Consulting provides no-risk, no-cost audits to find and correct hidden errors or overcharges to get your money back. Our interests are aligned with yours because we don't get paid unless you receive financial benefits from our work. What do you have to lose? Contact us today for your free audit.