

**Mike Handley Services**

## **Electric Utility Rate Analysis & Sales Tax Auditing**



**Are You Being  
Overcharged  
for Electricity?**



***Recover funds and reduce your company's  
electric utility bills with an electric bill audit  
by Mike Handley Services.***

### **Save Money Today *and* in the Future**

- Refunds for past overcharges
- Reduction in monthly electric bills
- Credits or discounts due
- Sales tax refunds

### **Mike Handley Services provides**

- Thorough review and audit of electric utility accounts
- Research of alternate rates, tariffs, surcharges, riders, and discounts
- Clarifications and corrections of billing, clerical and rate errors
- Communications with electric utility to recover refunds due

### ***MIKE HANDLEY SERVICES***

P.O. Box 17253 Clearwater, FL 33762 | Phone: (727) 556-0509 | Fax: (727) 556-0549  
Cell: (727) 798-9961 | Email: [info@mikehandleyservices.com](mailto:info@mikehandleyservices.com)

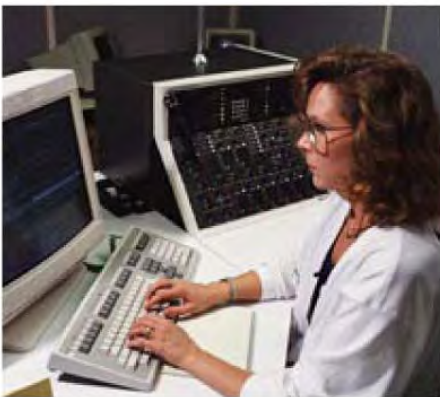
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### *Our Mission at Mike Handley Services (MHS)*

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 overbilling errors, get them corrected and get money refunded by the utility to our clients.



**Refunds on Over-Billings** – For example, the Public Service Commission (PSC) in 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-four months. With historical bills provided by the customer or the utility, MHS can find errors and get a refund.

**Application of Most Advantageous Rate** – The Florida PSC mandates that utilities place customers, “who request it,” on the “most advantageous rate available to them.” Since rate application is very complicated, customers rely on the utility to select the most advantageous rate. Unfortunately, utilities frequently do not select the most advantageous rate. With over thirty years of experience, MHS has the expertise to determine which rate is the “most advantageous” to the customer of the utility. MHS will have all improper rate applications re-billed on the proper rate if possible and a refund made to the customer. From that point 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.

**Refunds by Utility** – 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!**

**Savings on Future Billings** – 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 years; thereafter, the client keeps all of the savings realized due to the change to a more cost-efficient rate.



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**Valuable Billing Report** – 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.

**Experience and Expertise** – MHS has the expertise that no other rate consultant possesses to find errors in billings and rate application.

Mike Handley has thirty-three years of utility experience as an engineer in the fields of rate analyses, power quality, financial studies, and customer service. He has a bachelor of science in electrical engineering from the University of



Florida and is a member of the Electrical Council of Florida, the Bay Area Manufacturers' Association (Tampa, Florida) and the Committee on Requirements for Electric Service and Meter Installation. Mike has also been an instructor on energy management and rate analyses. For these reasons, Mike is recognized in Florida as a premier rate application expert.



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.

**Results** – MHS has saved money for many companies and organizations—ranging from \$150 to over \$200,000. For customers with multiple accounts, the savings have ranged from \$75 to \$25,000 for each metered account. Approximately 7% of the customers examined by MHS were unable to acquire a savings or refund; these customers still received the valuable free report.



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**Satisfied Clients** – MHS works with a wide variety of clients including manufacturers, distributors, commercial entities, municipalities, churches, hospitals, resorts, hotels/motels, small mom & pop operations, restaurants, and service providers. A reference list of customers is available and many have agreed to be called by prospective clients. Individual's names and phone numbers will be supplied as requested.



**Getting Started** – Call or fax the legal name of the facility to be examined along with the name and title of the individual to sign the contract. A contract and a Letter of Authorization (to submit to the utility) will be prepared and submitted for signature. In some cases, refunds or future savings can be determined *prior* to signing a contract. Submittal of a year's worth of power bills (or at least a summer and winter bill) will allow MHS to tell you, at no obligation, if there is money available.

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