



EXPENSE REDUCTION ANALYSTS®

ERA Ignites \$39,000 Utility Refund for a New Jersey Cosmetics Manufacturer

Case Study Category: **Utilities**
Client's Industry: **Cosmetics Manufacturer**

Client Overview

A \$10M New Jersey contract manufacturer of cosmetics received a billing adjustment from the gas company noting a nearly \$50,000 underpayment for the prior two years service.

Our Client's Goals

To analyze the accuracy of the adjusted utilities bill, and to identify ways to reduce the additional charge imposed by the Utility.

The ERA Process

ERA Analysts employed ERA's Intelligent Cost Reduction Program, a detailed 10 step process that helps our clients get better results from their suppliers. In this case, ERA helped the client analyze the billing adjustment and make a case to reduce the amount of the adjustment based on a thorough review of the facts by our utilities engineer.

Our Analysts extracted data from gas company invoices and created gas usage statistics that more accurately reflected client usage. ERA researched the gas company's records, and represented the client with gas company customer service personnel. ERA documented the findings and presented them to the client and gas company.

The Result

The gas company acknowledged ERA's findings and wrote a letter to the client reducing the amount owed to \$11,000. As a result of ERA's effort, the client saved approximately \$39,000.

In total the client invested a total of five hours on this project to generate the \$39,000 savings.

