



EFFICIENT COST MANAGEMENT



MONARCH PARTNERSHIP

Utilities simplified

OUR EFFICIENT COST MANAGEMENT COVERS THE FOLLOWING

RETROSPECTIVE COST RECOVERY

- Collect all data, process and analyse it
- Get copies of past utility invoices
- Audit rates, tariffs and charges
- Submit a report of findings
- Negotiate a refund for you

CREDIT CLAIMS

- Get supplier account statements and other data
- Check availability of historical or current credit
- Investigate missing data and billing periods
- Request a pay-back for credit from the supplier
- Check no debt is outstanding on account
- Submit payment reports as remittance for correct allocation

BILLING QUERIES

- Query all incorrect invoices with the supplier
- Negotiate the release of recoverable refunds
- Recover all BACS payments and cheque refunds
- Query report with a breakdown of claims and recoveries

INVOICE VALIDATION

- Check you are billed for correct meters and reads
- Your bill follows on from the last received bill
- Ensure billed use is in sync with historic trends
- Keep billing and accruals always up-to-date
- Get reports with your own scheme codes



HOW EFFICIENT ARE YOU?

Cost management for utilities is an important process of planning and controlling the budget of your business. Before you can plan and control efficiently, you need to know your data is correct.

Do you know for sure?

- How many sites and meters you pay utility bills for?
- How much you actually spend monthly/quarterly/yearly?
- What contracts you have in place
- What rates you are paying?
- How do you now control your energy and water costs?
- How utilities consumption and spend reports can help your financial planning?

Understanding your energy and water portfolio is the first step in achieving better value for money across your utilities. A well-managed asset register means you will never miss an opportunity to reduce your consumption and expenses. To achieve savings and efficiencies, you need to be aware of what utilities you have and how much an individual asset contributes throughout its life, taking into account its age, location and consumption pattern.

So far we have achieved over £110 million in savings and refunds for customers. We keep your costs and budget in control with our Efficient Cost Management.

THOROUGH INVOICE VALIDATION

We have the most thorough bill validation in the industry - we validate a total of 3 million invoices annually, which totals 250,000 monthly. We check all possible charges and tariffs in each and every invoice you receive from your gas, electricity and water suppliers.

PAY ONLY FOR WHAT YOU ACTUALLY USE

Over time we have determined that nearly 20% of all utility invoices contain at least one error. We identify if you have been overcharged in the past and whether your current invoices are correct.

Our state of the art Matrix® system has been developed in house by our knowledgeable industry experts, who have experience from a range of backgrounds, including energy suppliers, meter and network operators.

VALUE TO YOU

- ✓ Minimise your non-core tasks
- ✓ Get Asset Register with clean data
- ✓ Recover overcharges from the past
- ✓ Ensure billing is always up-to-date
- ✓ Gain savings and refunds

“Monarch were most helpful in negotiating with our electricity supplier when we discovered a very large shortfall in their invoicing to us. The potential bill, going back over 10 years, was almost £1.5 million. The eventual result was an agreement to settle the shortfall at £108,000. We have continued to use Monarch to negotiate our energy supply contracts and are happy to recommend them for this.”

Roger Keenan
Managing Director / City-Lifeline

OUR INVOICE VALIDATION IN BRIEF

Our process of validating all possible charges in every fixed and flexible contract invoice is unrivalled. Whether you have 1 or 1,000 properties we conduct the same in-depth validation process.

We use your Asset Register as the basis for the validation (see <http://bit.ly/SmartAssetManagement>). We check every utility invoice for consistency and accuracy, instead of only 1 in 100 invoices. In addition to full audit, we also conduct an analysis to ensure your consumption is in line with historic trends.

We receive your energy and water invoices directly from the suppliers as EDI files and paper copies from you, and import them into our sophisticated system, Monarch Matrix® system. We first carry out an automated validation process to ensure all charges are correct. We then perform a second, manual, check on the bills that failed the stringent validation process in the Matrix®.

What's more important, we import your billing data into our system to carry out a raft of additional checks. Our experienced auditors query any "problem invoices" that have not passed. We log the invoices and sites, which fail our detailed validation process, on the Query Exceptions Report.

We make sure the supplier takes the necessary corrective actions so you only pay the correct amount. Once both checks are completed, we produce a validation report to you. Your organisation is never being overcharged again.

We then submit correct invoices for payment, cross-referenced against your own scheme and cost codes, so that they can be automatically upload them into your finance system (e.g. SAP, Oracle). Thus, you do not have to manually enter each invoice, saving time. We scan your invoices for payment and store them for a period of 6 years on a fully searchable Document Management System (DMS).

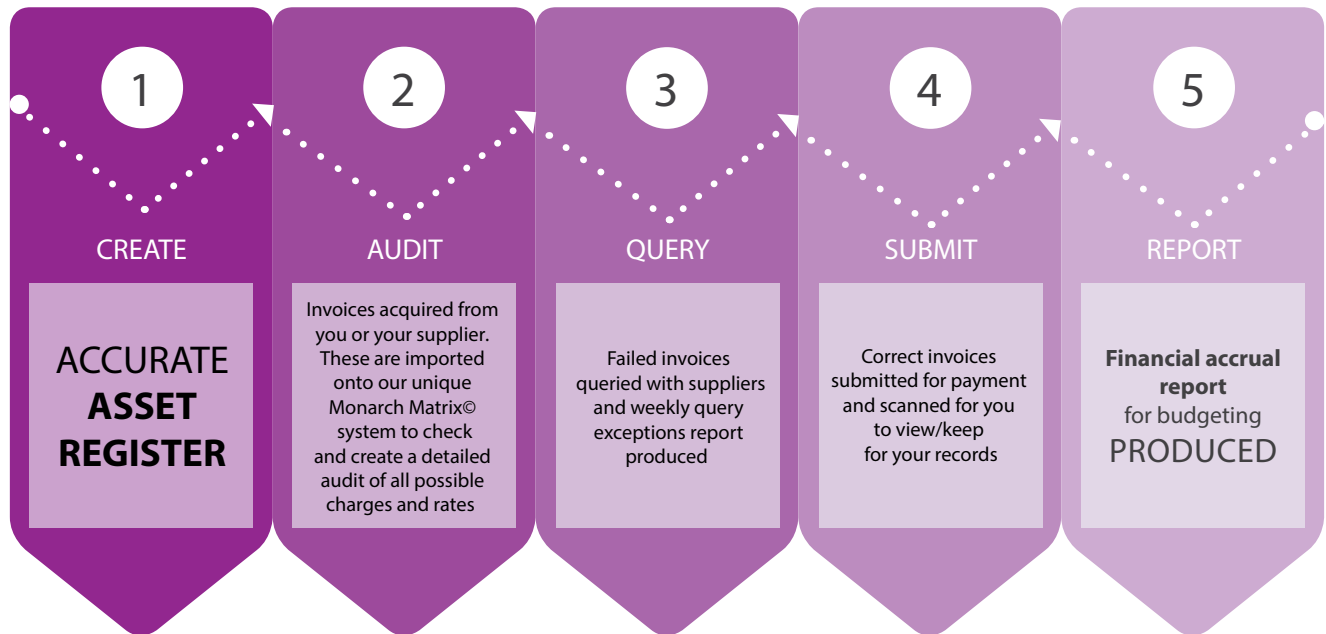
The Monarch Matrix® system validates over 47 different elements of every invoice. The system is designed to include the agreed tolerance levels (usually 0.1%) between previous and current invoices. We have fed data to analyse weather factors impacting consumption for the period. We also provide updates on government levies to reflect rates for the relevant taxation periods.

"In May 2015 an unexpected electricity bill for £14,000 was received. It was not only related to consumption from three years earlier but also from a previous supplier. Unclear of how best to quickly address the issue we asked Monarch to review it. Their team provided efficient and professional support and a speedy resolution. Their review not only identified that the bill had incorrectly been raised but that other billing discrepancies had occurred which resulted in the first bill of £14,000 being cancelled and in addition a refund of almost £5,000 being obtained in a very short period of time."

Vale of Aylesbury Housing

WE HAVE SAVED OVER £110 MILLION FOR OUR CUSTOMERS SO FAR.

INVOICE VALIDATION





WANT TO **IMPROVE** YOUR BUDGETING ?

SMART ASSET MANAGEMENT

Our Smart Asset Management helps companies create and maintain an accurate database of their utilities consumption profile. We manage your meters and meter reads, contracts and suppliers, making sure your portfolio contains only the sites and meters you are responsible for. Combined with our online reporting, you easily monitor and assess your expenditure in real-time.

REPORTS FOR FINANCIAL PLANNING

With over 65,000 meters under our management and numerous multi-site customers, we are the market leader in analytical information management for utilities.

Our informative reports for asset management, procurement, and cost control enable you to understand your spend on gas, electricity and water.

With the following critical utilities information, you can plan and budget more efficiently:

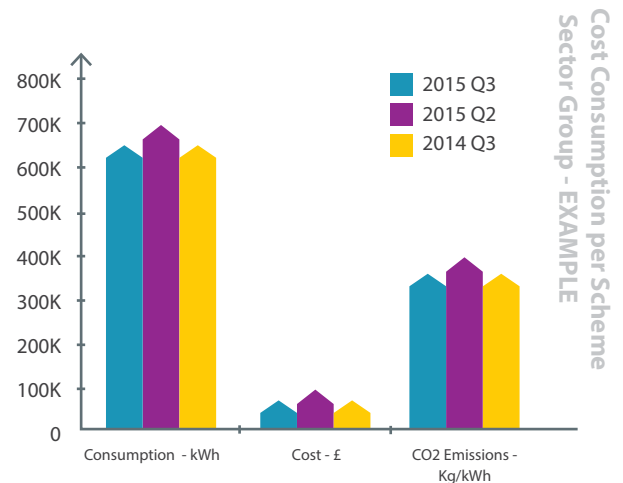
- ✓ Consumption-Cost-CO2 emissions reports and trend analysis
- ✓ Average spend per unit/site, site additions and disposals
- ✓ Accrual reports serve as payment remittance
- ✓ Benchmarking data and analysis
- ✓ Asset Register and Consumption profile

CUSTOMER ZONE: 24/7 online reports

Our web-enabled 'Customer Zone' portal securely hosts all your consumption and cost data, alongside daily market reports and insights. You can select data columns for display and export reports as images, PDF, Excel and in CSV format.

You can access all your reports, analyses and your scanned invoices on the Customer Zone at www.customer.monarchpartnership.co.uk

Our informative reports for asset management, energy cost control and financial planning enable you to better understand your expenditures on gas, electricity and water. We can also tailor the reports as per your organisation's needs.



Monthly Management Report - EXAMPLE

ACTIVITY	PREVIOUS	CURRENT	COMMENTARY
Number of Active Sites	1158	1163	5 Site variance since last report
Number Active Metersites - Elec	1212	1214	1 Meters/Sites Added since last report 0 Meters/Sites Removed since last report
Number Active Metersites - Gas	125	126	1 Meters/Sites Added since last report 0 Meters/Sites Removed since last report
Total Number of Outstanding Queries	n/a	11	
Queries - Requiring Action by Customer	n/a	3	Please note that we require responses from Customer as these could cause delays/overcharges.
Completed Queries	n/a	6	
Latest 12 Months Electricity Consumption	1,057	1,062	Average Invoiced kWh/Day across Portfolio
Latest 12 Months Electricity Cost	£17.12	£18.68	Average Invoiced £/Day across Portfolio
Latest 12 Months Gas Consumption	632	1,125	Average Invoiced kWh/Day across Portfolio
Latest 12 Months Gas Cost	£9.54	£11.21	Average Invoiced £/Day across Portfolio

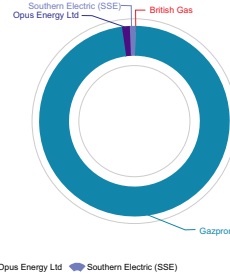
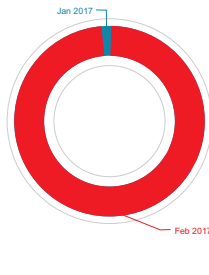
From: To: Customer:

01/01/2017 - 28/02/2017 Accrual Period	22,297,03 Accrual Value	58 Accrual Days
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[Graph\(s\)](#) [Table](#)

Total Accrual Value By Month

Total Accrual Value By Supplier



Feb 2017 Jan 2017

British Gas Gazprom Opus Energy Ltd Southern Electric (SSE)

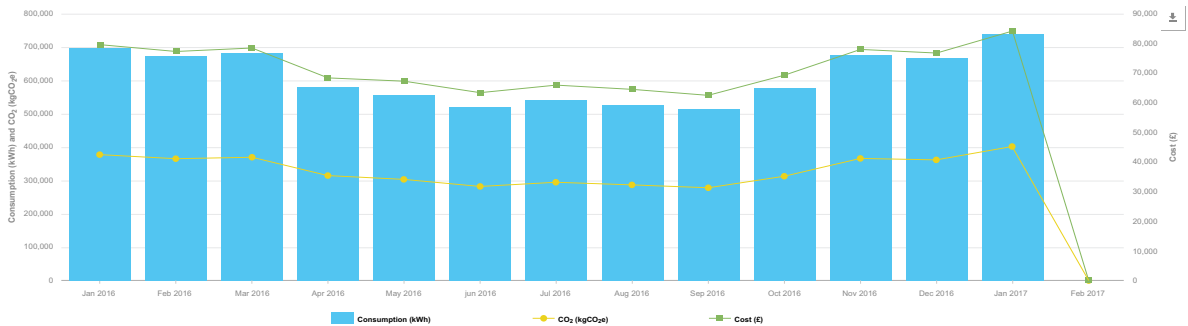
From: To: Customer: Enter Location:

For the period 01/01/2016 To 28/02/2017

7,944,106 Consumption (kWh)	934,858 Cost (£)	4,297,761 CO ₂ (kgCO _{2e})
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[Chart](#) [Table](#)

Historic Consumption, Cost and CO₂ -Electricity



REGULAR PAYMENT REPORTS TO YOUR OWN SYSTEM WITH YOUR SCHEME CODES

Our clients use a wide range of accounting software (Sage, SUN, SAP, ORACLE, Northgate, etc.). We automatically upload the regular payment reports into your finance/accounting system. Our Payment System Integration option saves you time. We customise the reports to meet your financial controlling requirements, e.g. with scheme, cost centre and/or supplier codes. All utility suppliers accept our payment reports as remittance so that you can correctly allocate payments on group accounts against each invoice.

ACCRUALS REPORT FOR FINANCIAL PLANNING

As part of our online reports, we produce an Accrual Report to indicate your monthly budget position. We accrue an estimated cost figure for missing bill periods based on an algorithm, which incorporates anticipated usage based on historical consumption and weather data for that period. The Accrual Report calculates the total number of missing days between from and to date, and then calculates an average expenditure per day using your approved invoices on the Monarch Matrix®. These two figures are multiplied together to determine an accrual value, which you can then use to ensure you have sufficient funds to cover the liabilities at each site.

FINANCIAL REPORTS AND GRAPHS FOR ELECTRIC, GAS AND WATER:

- Accruals
- Budget report
- Monthly/Quarterly expenditure
- Monthly/Quarterly net value of validated invoices
- Bill validation
- Query and exceptions
- Monthly Management report
- Monthly consumption, cost and CO2
- Historic Consumption, Cost and CO2
- Consumption Top/Bottom sites
- Usage-Cost comparison (Top and Bottom 10)
- Usage-CO2 comparison (Top and Bottom 10)
- Usage-Cost comparison (Top 10 Variance)
- Cost per Sq. Ft/metre
- Usage-Cost per Sq. Ft comparison

RETROSPECTIVE AUDIT FOR **COST RECOVERY**

When we sign-up a new client we will always perform a retrospective bill audit. This has proven, time and again, to be very successful in setting a solid foundation together with your asset register for the ongoing bill validation.

For example, we recently obtained savings and refunds of £48,292 after a retro audit for Trust Housing Association. (For our success stories, please visit bit.ly/customeressay).

Our retrospective audit analyses the previous six years' worth of your billing history to find potential recoverable refunds. The process is as follows:

1. We identify previous contracts, accounts and bills
2. Our representative copies the invoices on site
3. We validate all historic electronic billing data with Monarch Matrix®
4. We manually upload data from copied invoices to perform audit of data gaps
5. We query and correct erroneous invoices with the supplier(s)
6. We negotiate the release of all recoverable refunds
7. We recover BACS payments and cheque refunds to you
8. We produce a full query report with a break-down of recoveries and Y-o-Y analysis

CASE:

At Magdalen College School, Oxford

We identified savings and refunds of more than £5,000 after completing our historic bill validation and auditing process. We also negotiated new reduced rate contracts to line up the end dates with existing supplies and secured an annual savings of £46,460. Over the full 29-month contract the savings were in total of £101,190 for Magdalen College School.





ONGOING DAILY SUPPLIER MANAGEMENT

BILLING CONSOLIDATION FOR MULTIPLE SITES

Managing your energy and water portfolio with multiple sites can be a very tedious and time-consuming job. You have several suppliers sending you invoices at different times. Some of your bills come monthly, some quarterly. They are also in various formats with complex fee structures and a lot of jargon.

We work diligently with your suppliers to create a billing schedule that is in line with your requirements. We make your multi-site management more efficient as follows:

- Change all billing cycles from quarterly to monthly
- Simplify rogue accounts into one monthly schedule
- Group your suppliers to one per utility category
- Integrate all your sites into one contract with a “co-terminus” end date

Meter additions and removals

We contact the energy or water supplier to get meter reads and historical data about the site and meter in question. We validate the data, ask for corrections, and then manage the transition between the responsible parties for minimal errors and optimal accuracy.

Query and exceptions management with supplier(s)

We manage all queries between the energy suppliers and your organisation to a full resolution, with as little involvement from you as possible. Our dedicated service teams from the major and mid-tier suppliers dealing solely with our customers ensure speedy query resolution. The Query and Exceptions report highlights your payment status and exceptions that need further investigation. We submit the report to the energy supplier(s) for immediate investigation. We make sure the supplier takes the necessary corrective actions so you only pay the correct amount.

Credit/Debt management

When we form your Asset Register, we go through all supplier account numbers and other relevant references we find. We then contact the appropriate suppliers and ask for your statement of account to determine if you have outstanding credit/debt on your utility invoices. Occasionally, a supplier may not allocate your payments correctly or an invoice payment is missing. If you owe a supplier, we will get the correct invoice for you so you can pay it. If the supplier owes you, we will get the credit back to you.

Correct payment allocations

Our Payment Allocation and Debt Management service ensures your payments are allocated correctly by the suppliers. Our invoice validation reports act as a remittance. We eliminate timely and costly misallocations, which might otherwise accrue a debt position to you.



SPENDING MONEY LIKE WATER?

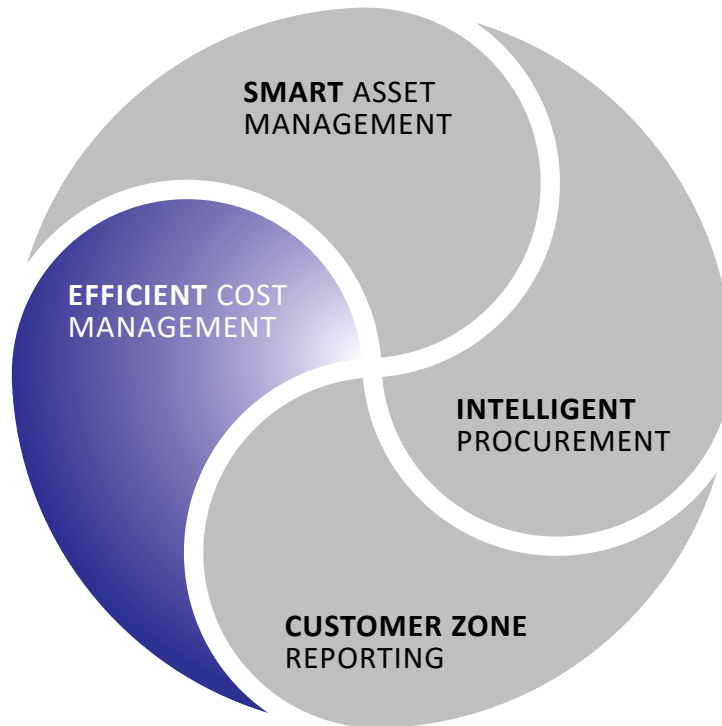
Take control of your utilities with our Efficient Cost Management





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THE MONARCH PARTNERSHIP

MONARCH HOUSE
7-9 STAFFORD ROAD
WALLINGTON, SURREY
SM6 9AN

T: 020 8835 3535
F: 020 8835 3536
www.monarchpartnership.co.uk
savings@monarchpartnership.co.uk