



Utility Cost Saving Review

Lumina offer a service to review historic utility accounts up to a period of five years to identify any money that may be owed to the consumer. This will include review and analysis of historic billing errors, VAT errors, incorrect charges and closed accounts. It is not uncommon for closed accounts with previous suppliers to have credit due for several years. We will collect and analyse all historic data up to a period of five years for all suppliers regardless to whether they are your current supplier or not.



Key benefits

- ◆ We manage the review from start to finish, assisting with any customer queries.
- ◆ The review identifies any money owed to the consumer and historic suppliers.
- ◆ Ensures that all customer accounts are set up correctly.
- ◆ If no costs in savings are identified, customers will not be charged.

How the service works... 

Visit us at: www.luminaenergy.co.uk

How the service works...

1

Lumina request historic customer bills (Gas and Electricity) from the previous supplier(s) up to a period of 5 years.

2

Invoices are collated and analysed to determine if any costs can be recovered.

3

Customer is presented with all findings and will confirm whether to proceed with issuing recharges where applicable.

4

Lumina request recharges from the supplier(s) and make requests for any credit amount due.

About lumina



Lumina, formed in 2012, is wholly owned by Kent County Council (KCC) and we offer support to businesses in managing their energy contracts. We are part of KCC's Commercial Services Group which has over 30 years of experience in managing public and private sector energy procurement.



For more information on Utility Cost Savings, please contact us on **01622 236883** or email us at **info@luminaenergy.co.uk**.

Additional Services

- ◆ Available Capacity Review
- ◆ MOP Arrangements
- ◆ Data Collection & Data Aggregator Services
- ◆ Half-Hourly Reporting
- ◆ Water Services
- ◆ VAT Recovery



I just had about £3,000 refunded from our electricity supplier, thanks to Andrew.



Sophie Sirak-Kebede
Company Secretary
Tobia Teff UK Ltd.