

CUSTOMER: Aeroserve UK

BACKGROUND: Supplier applied high non-contractual rates resulting in the invoice of £12,753.61 for two electricity supplies.

CHALLENGE: To reduce the outstanding balance and negotiate lower rates going forward.

RESULTS: C.E.S challenged the supplier by stating that a non-contractual rates were unfairly high and not reflective of the wholesale price of electricity.

This was achieved by intensive negotiation over the period of two weeks and by escalating the complaint to pre-Ombudsman team.

The supplier has finally agreed to what C.E.S found to be an acceptable discount of 36% or £4594.81.

Furthermore, lower contractual rates were sourced going forward thus resulting in further saving of £25,472 over 22 months.

Total saving achieved = £30,066.81