

# Commonly *asked* QUESTIONS

## \*About **Energy Audits**

**How many years can EnergyRebate go back to recover utility company overcharges?** It varies by utility company, customer and type of error. We've experienced rebates up to 15 years.

**What does "future savings" really mean?** Lowering the per unit charge for your fuel.

**How do you determine what my future savings will be?** We estimate the savings prior to making any changes and then compute the actual savings based on your actual usage once we have made changes to the account. EnergyRebate invoices monthly or quarterly (depending on size) after you have received your utility company bill.

**Will I be able to understand the amount of my actual savings going forward each month?** Yes. We provide you with a simple spreadsheet showing actual monthly savings.

**Does future savings really mean we have to switch to other energy suppliers or install special energy-efficient equipment?** Absolutely not. However, it may require the utility company to install a new meter free-of-charge.

**What affect does it have on my future savings if I am buying my natural gas or electricity from an alternate supply company?** None. Future savings only relates to the regulated charges from your local utility company.

**Is the utility company under any obligation to provide me with the lowest cost for my fuel?**  
*No.*

**When will I receive my first future savings EnergyRebate invoice?** When we complete our load profile, execute all the changes necessary with the utility company and after your first actual

post change usage is read by the utility company.

**What happens to my future electric and natural gas savings after the two-year period is over?** You keep 100% of your savings. We do recommend, however, you consider enrolling in our account maintenance program to insure 100% accuracy in your utility bills after two years.

**Has energy deregulation affected the success rate of EnergyRebate audits?** Yes. We have experienced higher success rates for our customers since deregulation was introduced.

**Can I talk with other customers that have benefited financially from EnergyRebate utility bill audits?** Yes, by all means. We have been providing this service since 1992 and would be happy to put you in touch with other satisfied EnergyRebate customers.



Providing the **Power to Save**®