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ST Network is an affiliated network of purpose driven salespeople who are driven by much more than just a paycheck.

ST Network has a partner company with over 28 years of experience offering contingency based forensic audits to make sure you are being billed correctly in the areas of Electricity, Gas, Water/Sewage, and Telecommunications. They have recovered millions of dollars for organizations just like yours.

We know that business can be used as a powerful vehicle to make a difference in the world, so a portion of EVERY RECOVERY from the ST network will go to our nonprofit partner to help their mission.

We are committed to the goal of recovering money, educating the public, and making a positive impact in the world!

**We look forward
to working with your organization!**

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Perry County Board Hears Utility Savings Presentation

By Pete Spitler, Du Quoin Weekly

Jason McKee of the ST Network speaks to the Perry County commissioners during a regular meeting of the County Board on May 16. McKee spoke to the board about doing a "forensic audit" of the county's utility bills to try and find savings.

PINCKNEYVILLE, IL -- The Perry County Board is already trying to kick over all the stones to make ends meet and utility savings may be another path forward.

The commissioners heard from Jason McKee of ST Network on recouping lost utility revenue and reducing future utility costs. McKee said his company would do a "forensic audit" of the county's utility bills. The catch is any savings that are found are split 50-50 between the county and ST Network.

"There's money out there," McKee said. "How much for you guys? I don't know until we do the recovery." McKee noted that small billing mistakes compounded over months or years can result in significant overpayments.

ST Network partners with TRI Utility Cost Reductions, which claims an 87 percent refund success rate. To get started, McKee said he would need one bill for each service (electricity, gas, telecommunications, water and sewer) they would recover and a signed letter of authorization to review the county's past bills.

"We would need a letter of authorization to give power of attorney to go to companies on the county's behalf," he said. County Board Chairman Jim Epplin said the matter would need to be placed on the next meeting's agenda if it was to be approved. "The worst thing they can find is a clean bill of health," McKee said.

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Auditor helps Bethel finds huge savings on its monthly phone costs

BETHEL, CT — Local officials were pleasantly surprised recently when a New York-based utility consultant was able to save them more than 70 percent on their monthly telephone bill.

The savings, which reduced the town's bill from \$3,000 to less than \$900 a month also included a refund of \$22,500 for the town for billing errors uncovered by Lilli Steinberg, the founder and chief executive officer of TRI Utility Cost Reductions. Steinberg wasn't at all surprised by the results of her audit, however, noting that she typically saves clients as much as 80 percent due to overcharging errors on their bills.

"Of course we were a little skeptical at first when she approached us but we were really happy with how it worked out," said Bethel comptroller Robert Kozlowski. "Officials for the Board of Education recently asked for her contact information so they can look to discover similar savings."

The town's telephone provider is Norwalk-based Frontier Communications.

Steinberg has been in the business for nearly three decades, working first for telecommunications companies where she uncovered massive over-billing issues and learned the coding and tariffs that often result in the overcharges.

"A lot of the overcharging comes from billing discrepancies or codes that haven't been updated," she said. "In today's world you shouldn't pay your utility bills without having a utility consultant conduct an audit. A lot of officials have asked me why their own audits didn't find the savings, but I know the language and the codes used by the utility companies."

Steinberg said she typically only handles municipal and business accounts that have combined utility bills in excess of \$2,000 a month. The service is not available to residential customers. Some of Steinberg's past clients include Chanel, Philip Morris, Niagara Mohawk, US Air, and PriceWaterHouseCoopers, according to her web site. She also works for many of the larger museums in New York City.

"Libraries especially are an area where we can often find a great deal of savings, and these are organizations that can really use the money," Steinberg said.

Kozlowski said the town was more than happy to pay Steinberg 50 percent of the refund considering the savings that she found for the municipality. "This was found money for us that we can use to help offset other costs," he said.

Kozlowski added that the savings wasn't the first time that Steinberg has helped the town. Several years ago she uncovered a refund for the town from Frontier for around \$55,000.

"Lilli has been doing this for more than 30 years and she knows what to look for and where to look for it. It's worked out really well for us," he said. Officials with Frontier didn't respond to a request for comment for this story.

Written by Dirk Perrefort, dperrefort@newstimes.com

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Bethel finds refunds in utility bills

BETHEL, CT -- The town will benefit from a \$52,000 refund and reduced monthly charges on its AT&T account after a company audited its bills.

The results were delivered by Lilli Steinberg, chief executive officer of TRI Utility Cost Reductions. The utility auditing firm recovers refunds and other discounts to help clients reduce telecommunications, water, electricity, gas, sewage, printing and paper costs. Steinberg traveled from her New York City office to Bethel on Tuesday to deliver the refund check to First Selectman Matt Knickerbocker and Comptroller Robert Kozlowski, and to line up the next steps. Her company studies discrepancies in billing codes and looks for class-action lawsuits that have funds set aside for claims. The company also searches for tariffs or government funds that are waiting to be recovered.

"Whatever I do, it costs you nothing," Steinberg said. "When you get the money, you share it with me." Steinberg gets a copy of the client's utility bills and analyzes them in her office so there is no labor for the town employees. She does not charge to conduct the audit, but receives 50 percent of the refund instead. "We do all the work and we never know how much of a refund there will be," Steinberg said. "I've been in business for 28 years and have an 87 percent success rate in the telecommunication accounts." Not only did Bethel have a refund from past bills, but another \$3,400 in credit toward future bills, and an overall reduction in the monthly cost from \$3,500 to \$900.

Knickerbocker said he understood the general methodology of Steinberg's approach from his work in the corporate sector, where companies audit service packages. "It's a win-win. Nowhere to go but up" he said. "The money will go into the general fund. Thanks to Lilli, we have already restructured the budget for this account for the coming year."

Steinberg said she has not done work in Connecticut previously, but would like to expand into the state. "I love being able to help the towns," she said. Steinberg earned an undergraduate degree from Ohio State, and a master's degree in mathematics from Hunter College. She came up with the idea for her company while she was working at Interconnect Telephone. It was there she realized that once the telephone systems went in, clients' bills were not reduced of excess charges. Her mathematical background -- and understanding of the telephone company's tariffs -- allowed her to uncover unprecedented refunds and reductions. Steinberg's many clients through the years include Chanel, Philip Morris, Niagara Mohawk, US Airways and PricewaterhouseCoopers.

Knickerbocker said he planned to talk to his colleagues at the Housatonic Valley Council of Elected Officials about using Steinberg's services. "I think every town could benefit from this," he said.

Written by Eileen Fitzgerald, eileenf@newstimes.com

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New Milford hopes to find savings in utility billing errors

By Katrina Koerting

Updated 5:16 pm EDT, Tuesday, June 11, 2019

NEW MILFORD, CT — Town officials hope to save thousands of dollars on utilities without having to change existing infrastructure.

Town Council gave Mayor Pete Bass the go-ahead on Monday to start negotiations with TRI Utility Cost Reductions, Inc., which will go line by line in all of the town's utilities bills to find billing errors and recoup that money for New Milford.

Bass said they would look at the telephone, gas, electrical and other utilities bills. The company has also looked at telecommunications, water, sewage, printing and paper costs for other clients.

"It's a full audit," Bass said.

The utility auditing company did this for Bethel a few years ago, resulting in a \$52,000 refund and reduced monthly charges on the town's AT&T account. It was able to save more than 70 percent on its monthly telephone bill after the audit.

At the time of the Bethel audit, Lilli Steinberg, chief executive officer of TRI Utility Cost Reductions, said she's able to do this by using her background in telecommunications companies where she learned the coding and tariffs that often result in the overcharges.

Bass said Bethel's savings are now more than \$100,000. He said he has heard these types of errors are common.

"We'll find out in the audit," he said.

He expects to come back to Town Council for final approval next month after negotiations. The audit will then take a couple of months.

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“In a single year, public utility companies over-billed their customers \$19 billion dollars”

--- US House of Reps, Ways & Means Committee

“AT&T, Comcast, Verizon, and Charter Communications overcharge their customers \$60 billion dollars annually.”

-- Consumer Federation of America

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- Incorrect applications of rates**
- Pricing arrangements**
- Usage anomalies**
- Duplicate billings**
- Administrative errors**
- Miscellaneous credits which can be miscalculated and misapplied**

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