

Case study:
**Aberdeen City
Council**



Background

As part of wider support for their community, Aberdeen City Council provides centralised energy invoicing across numerous sites, including schools, public spaces and domestic properties.

With an energy expenditure exceeding £14 million a year, billing accuracy and efficiency is crucial to optimising public spend. The Council contracted PCMG to analyse their energy invoices for historical overcharges and potential savings.

The Challenge

Following an initial consultation to discuss audit requirements, PCMG obtained the Council's extensive inventory of account numbers along with a Letter of Authority.

With this information, PCMG could approach energy suppliers and secure access to electricity and gas invoices dating back five years for the properties in scope.

In most cases, the Council's energy accounts were consolidated based on site type or meter, with invoices issued on a mix of monthly and quarterly charges.

The PCMG team began scrutinising and validating each invoice line by line for every meter across this extensive portfolio, including Distribution and Transmission charges, capacities and all levies.

The solution

In an initial review with the Council, PCMG outlined their findings and pinpointed areas where further information was required to progress. With the additional information, PCMG engaged with suppliers and HMRC to question the raised charges and began the process of securing refunds for the Council.

Upon completing the audit, PCMG held a progress meeting with Council representatives to discuss the details of ongoing refunds and new opportunities identified. At this stage, the Council were provided with a final report, along with a tracker documenting all findings, values and actions. This tracker would serve as a crucial tool for monitoring progress moving forward.

Each month, PCMG reviewed the progress of refunds and provided a detailed breakdown of the achieved savings on an update call with the Council team. All this information was documented in the monthly tracker. These calls continued until all refunds were secured and the monthly savings were fully realised. At this stage, the Council sought to review the success of the audit and discuss key learnings to make future improvements.

The results

While the Council may have been able to identify some of the refunds independently, the sheer size of their estate and the vast volume of data made pinpointing specific areas for refunds and savings arduous.

PCMG's expertise in this type of scrupulous analysis proved invaluable, allowing the Council to secure substantial refunds and savings – and ultimately invest this value back into their community.



Refund: **£838,283**

Annual Savings: **£257,814**

Total Recoveries: **£1,096,097**

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