

power direct

energy for business

Orchard Views Care Home

Correcting transposed reads delivers a refund of £5,250

Orchard Views is a purpose built care home where staff provide quality personal care for up to 40 residents.

Challenge

Power Direct identified that meter reads from the owner of Orchard Views Care Home had been incorrectly entered to the supplier billing system. It meant that the customer had been charged a day rate on the evening and weekend usage, instead of the lower evening and weekend rate.

Resolution

Once we had fully investigated and identified the issue and corrected the transposed reads, we were able to ask the supplier to rebill for a period of 18 months. The result was a significant refund of £5,250 for the customer.

Mohammad Sharif

Owner, Orchard Views Care Home

"I am delighted by the value that Power Direct continue to deliver to me. They are tireless in their efforts to ensure bills are correct, which means I can concentrate on the key aspects of running my home, and supporting staff in delivering the best care to our residents."



For further information, contact us

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