

Troy & Banks Case Study: City of Virginia Beach

Utility & Phone Audit Reveals Refunds & Savings Opportunities

Troy & Banks Identifies Ways for City to Reduce Utility and Phone Bills



Background

The City of Virginia Beach is the most populous city in Virginia, with 450,000 residents. With an annual budget that is in excess of \$1 billion, there are a lot of expenses to keep track of. To help, the city hired Troy & Banks to perform an audit of its utility and phone bills. "Ultimately, every unnecessary expense adds up," said City Auditor Lyndon Remias. "So no matter what the dollar amount is, we always want to make sure we are being good stewards of taxpayer dollars."

Troy & Banks undertook a review of every single utility and phone bill paid by the city, from electricity to natural gas to all telecommunications. Each bill and its corresponding billing/usage history was analyzed line-by-line for incorrect charges and potential savings opportunities.

Wireless

Troy & Banks' review of the city's wireless accounts resulted in savings of nearly \$56,000, stemming from removal of unused/unnecessary devices. Troy & Banks also used plan optimization reports to analyze the wireless plans for each city department and determine where plan minutes could be pooled, producing an additional \$63,000 in savings.

Landlines

Troy & Banks discovered a unique billing issue relating to the city's emergency communications account. The firm discovered that, in violation of its own tariff, the city's provider was not keeping an updated landline count for the city's 911 service. Correction of this error resulted in savings of \$24,000 and an additional \$75,000 in retroactive recoveries. **Troy & Banks' discovery of this inaccuracy triggered an audit by the provider of all of its customers across the entire Commonwealth of Virginia.**

Electricity

Troy & Banks identified several erroneous demand reads by the city's electric provider, recovering refunds in excess of \$13,000. The firm also negotiated a contractual change on several city accounts to more closely align with actual electric consumption, resulting in over \$52,000 in annual savings.

Street Lights

Troy & Banks also conducted several site visits and reviewed street lights throughout the city to determine correct billing for the city's street lighting account. Various issues, from lights not in field to wattage discrepancies, were identified, which produced an additional \$16,000 in refunds.

*Troy & Banks' audit resulted in excess of **\$300,000** in overall refunds and savings.*

About Troy & Banks, Inc.: Since 1994, Troy & Banks, Inc. has saved its clients over \$500 million in utility and telecommunications costs. Other clients include: United States Postal Service, New York Stock Exchange, Amtrak, and the Port Authority of New York & New Jersey. Headquartered in Buffalo, N.Y., Troy & Banks, Inc. serves clients nationwide with representatives in several states. For more information, please call Troy & Banks at 1-800-499-8599 or visit www.troybanks.com.