



**ST Network**

*'Where Business Meets Mission'*

**Recouping Lost Utility  
Revenue & Reducing  
Future Utility Costs**

## Utilities & the Present Situation

- “In a single year, public utility companies over-billed their customers \$19 billion dollars”  
--- US House of Reps, Ways & Means Committee
- Utility over-billing has occurred for decades in Telecommunications, Electricity & Gas, Water & Sewer
- Companies may have utility management software, but it is primarily for allocation & management of services
- Small billing mistakes compounded over months or years can result in significant overpayments
- Even our most advanced customers are unable to review complex data to uncover billing inconsistencies

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

-Consumer Federation of America



# ST Network

## About Us

- Our Partner:  
TRI Utility Cost Reductions is the leader in the field of utility bill recovery
- 28+ years of Experience
- 87% Refund Success Rate
- Extensive client base includes 1000's of small-mid-large companies, municipalities, schools, nonprofits & more



# ST Network

## About Us

- Our Partner: TRI Utility CEO Lilli Steinberg
- Credited with creating the utility recovery industry
- HQ in FL & NY



**Bounty hunter**  
Lilli Steinberg brings in some whopping refunds for client

By Stephen Britton  
Star writer

Lilli Steinberg has struck for and fame — by allying herself with a New York City-based defense contractor. Telephone companies intentionally overcharge the private customer, Steinberg says. The bills are so large that it is not as if they are their quarry.

**Firm Rings Up Profit By Locating Errors in Company Phone Bills**

By FRANK BAKER

Lilli Steinberg has been a real pain for the phone company. Not only does she find its mistakes, she forces it to do something akin to having a five-year-old sit at the dinner table until he finishes his vegetables; she makes Ma Bell money back to its customers. Ms. Steinberg started Telecommunication Resources Inc., a profit rebate company, 10 years ago on the premise that the phone company makes mistakes on its bills. Lots of them.

"I sold phone equipment before electronic age. Erroneous phone bills are their quarry."

By Larry Montall  
Contributing Writer

They are bounty hunters of the electronic age. Erroneous phone bills are their quarry.

**BETHEL RECEIVES REFUND CHECK OF \$52,000 ON UTILITY BILL**

Sharon Palmer | April 18, 2014 | Bethel News

Bethel CT- On Tuesday afternoon the town of Bethel received a \$52,000 refund check from Chief Executive of TRI Utility Cost Reductions on its AT&T account after the company audited the town's bills.

**SHE'S DIALING UP PROFITS IN PHONE COMPANY ERRORS!**

**COMMUNICATIONS FIRM CAN FIND GOLD IN THEM THAR BILLS**

NEW YORK — As many as 87 percent of all telephone bills may be incorrect.

**This firm makes phone company pay for mistakes**

no longer true."

TRI will pore over bills of any New York-based company with phone charges in excess of \$1,000. Companies outside the state must have a minimum of \$5,000 in charges before the sleuths at TRI

Norstar Bank, N.A., a sister bank of Norstar Bank of Central New York, is another satisfied customer according to Norstar telecommunications manager Nancy Cunningham. Earlier this year, TRI discovered \$50,000 worth of overcharges on its bills.

Tariff applications determine everything from long-distance billing rates to installation charges to maximum circuit rates and more. However, the constant altering and subtle wording of these applications by the regulatory authorities makes it nearly impossible for



# TRI UTILITY CEO LILLI STEINBERG IN THE MEDIA



# ST Network

## What we do

- Proprietary TRI Software analyzes up to 8 yrs of your billing history
- Unique forensic auditing service checks for a host of issues including:
  - Correct rates
  - Demand charges
  - Surcharges
  - Reactive charges
  - Erroneous meter readings
  - Pricing arrangements
  - Miscalculated/Misapplied Credits
  - Tariffs
  - Revenue taxes
  - Fuel adjustments
  - Usage Anomalies
  - Duplicate Billing
  - Admin Errors

**"Utility bills are indecipherable and cost customers billions of dollars a year"**

-Ralph Nadar

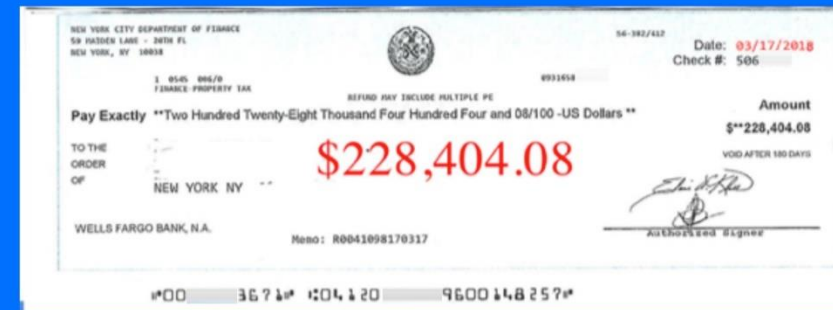
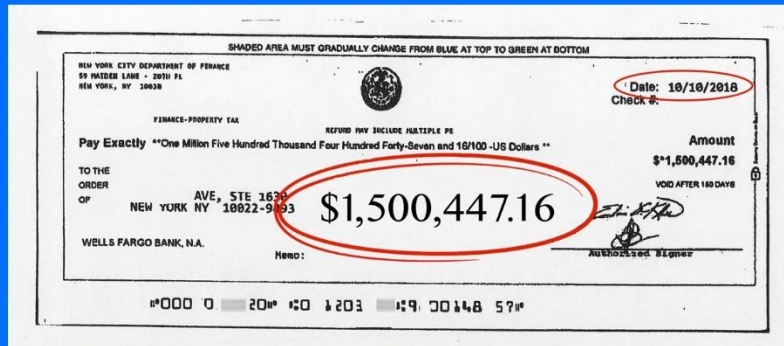
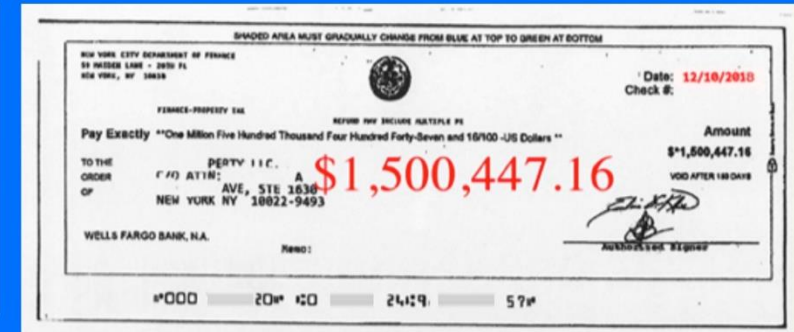
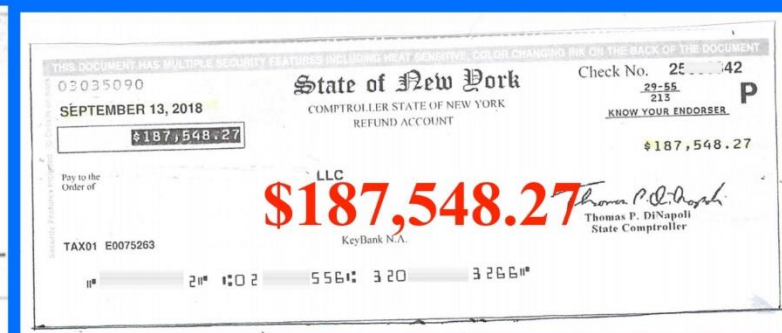




# Recent Recoveries



We guarantee your company a refund or reduction, or our services are FREE!





# ST Network

## Our Simple Process

To get started, we only need:

- One bill for each service we are recovering
  - Electricity & Gas, Telecom, Water & Sewer
- Signed Letter of Authorization allowing us to review past bills
- Signed Contingency Agreement
  - No Fees (if no recovery, you pay nothing)
  - 50/50 Split on recovered funds
  - Option for us to review future billing



In 4 - 8 weeks you will have an estimate of the recovery you may receive.





## LOA-Letter of Authorization



Please have this  
**SAMPLE**  
"Letter of Authorization"  
typed on your company letterhead

Date: \_\_\_\_\_

To Whom It May Concern:

This letter authorizes TRI UTILITY COST REDUCTIONS, hereinafter known as ("TRI"), ARC (Telecom Auditing Division) and NASC (Electricity & Gas auditing division) to act as Utility Agents on our behalf in order to affect Utility Refunds.

Upon TRI's request, please provide them with whatever information they may require in order to affect a refund on our behalf. This authorization shall continue in effect until rescinded in writing.

Your assistance and cooperation will be greatly appreciated.

Respectfully yours,

\_\_\_\_\_

Title: \_\_\_\_\_



# ST Network

## Agreement



### TRI Utility Cost Reductions, Inc.

2255 Glades Road  
Suite 324A  
Boca Raton, FL 33431

40 Wall Street  
28<sup>th</sup> Floor  
New York, NY 1005

#### 1-844-76-REFUND Agreement

This Agreement dated \_\_\_\_\_ is between TRI Utility Cost Reductions, Inc. hereinafter referred to as "TRI" and (your company name) \_\_\_\_\_ hereinafter referred to as "Client."

TRI agrees to conduct a Utility Refund Audit by analyzing Client's Utility billings. The Client chooses to have TRI conduct a utility audit of the following (initial appropriate boxes):

\_\_\_ Telecommunications    \_\_\_ Electricity & Gas    \_\_\_ Water & Sewage

TRI's objective is to obtain refunds, credits and reductions that relate to the above. All information submitted by TRI on Client's behalf is confidential and cannot be independently used by Client's organization to effect refunds. Any such attempt by Client will be construed as a breach of this agreement and TRI shall be entitled to its fee, as due per below.

For any refunds or credits obtained by TRI from historical utility errors initialed above, the fee is 50% of any refunds or credits effected on behalf of the client. This also applies to future refunds that the client receives as a result of TRI's efforts.

Where there is a reduction in the client's monthly charges for services as initialed above, as a result of TRI's efforts, TRI earns a fee equal to 50% of the monthly savings. This is paid to TRI monthly for 36 months starting with the first month that reflects the reduction. This reduction will be fully documented by TRI. Should Client discontinue services that were reduced by TRI, TRI will no longer share in these reductions. If Client does not receive any refunds, credits or reductions, there is no fee for TRI's Refund Audit. The terms of this agreement shall remain confidential.

Client may terminate this Agreement by giving TRI 30 days advance written notice. In the event of termination, Client shall continue to pay to TRI its fee due based on any refunds, credits or reductions earned by TRI pursuant to the terms of this Agreement as of the date of termination. Additionally, subsequent to termination, TRI is authorized to complete any open utility reviews and negotiations but shall not commence any new reviews or negotiations. Once concluded, TRI shall also be entitled to 50% of all refunds, credits and reductions effected on behalf of Client.

The fee due as detailed above, will then be due & owing TRI. Further, client agrees to approve (and sign if requested) any papers the carrier or provider may need or require in order to process refunds, credits & reductions due the client.

**AUTHORIZED CLIENT APPROVAL:**

**TRI APPROVAL**

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed name: \_\_\_\_\_

Printed name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Company: \_\_\_\_\_

E-mail: \_\_\_\_\_



***WHAT MAKES US UNIQUE:***

- No Time Requirement
- No Litigation
- Proprietary Software
- Nonprofit Mission



*We look forward to working with your organization!*