



## EMAIL SCRIPTS

These are examples used by TruPower Utility Cost Recovery Auditors (UCRA) representatives.  
They are intended to provide you with an idea of how UCRA approaches prospects and how we position our auditing service.

### EMAIL EXAMPLE 1:

Dear \_\_\_\_\_:

We would like to schedule a 15 minute appointment to introduce our company to you. UCRA Utility Cost Recovery Auditors has partnered with companies nationwide to verify, correct, and reduce their utility and telephone invoices.

If their company name is like most companies, these bills get paid with little to no verification. Yet, most billing problems are within 10% of the billed amount, so they get paid without detection. The utility and telephone companies' position is that it is your responsibility to make sure your bills are correct and cost efficient.

If your company's money is important to you, then wouldn't you agree that it is worth 15 minutes of your time for us to talk? Would you have time available on \_\_\_\_\_ or would \_\_\_\_\_ be better?

Have a profitable day!



**EMAIL EXAMPLE 2:**

Good Morning \_\_\_\_\_:

I'd like to schedule a 15 minute phone appointment to introduce myself and company. Here are a few points to consider, that will help you determine if it would be 15 minutes well spent:

- **Utility companies frequently make mistakes on your bills.**
- **It is your responsibility to find these mistakes.**
- **Most mistakes are less than 10% of the bill amount, yet are billed month after month.**
- **Utility companies are for profit companies. They are not required or motivated to reduce their revenue by reducing your bill.**
- **You are responsible for ensuring you are paying the lowest cost for your utilities.**
- **Utility companies write their tariffs in their own billing language. Even CPA's cannot decipher them.**
- **Most organizations do not verify their utility bills. They approve the charges based on trend or budget, or they just pay them "as long as they look right". Are you one of these organizations?**
- **Utility audits do not affect your consumption, equipment, or change how you do business. It is an invoice audit only.**
- **80% of UCRA Utility Cost Recovery Auditors produce money back to our client's bottom line due to these errors and over charges.**
- **Since 2007, our auditors returned millions of dollars to client's bottom lines.**

UCRA Utility Cost Recovery Auditors has been partnering with businesses nationwide. Our auditors have performed thousands of audits for companies of all sizes, industries, and locales. Our auditors have added tens of millions of dollars back to our clients' bottom line. We audit electric, natural gas, water/sewer, local telephone, long distance, cellular, internet, and data circuits. We are a contingency based company. If we find no errors or over charges, then your audit is FREE!

It's your business' money. Isn't it important to ensure that it is spent correctly and cost effectively? I would be honored to speak with you to determine if we can benefit your company.

Would you have 15 minutes on \_\_\_\_\_ or \_\_\_\_\_?

I can be reached at (833) 469-7283 ext. \_\_\_ or feel free to email me.

I appreciate your time.

Have a profitable day!



**EMAIL EXAMPLE 3:**

Good Morning \_\_\_\_\_:

I am following up in regards to the information I left behind last Thursday. As a refresher, I briefly summarized our service offerings below:

- We audit telecom & utility invoices for erroneous charges and tax/billing discrepancies, in order to obtain **refunds** from the providers and to cut costs by removing excessive/unnecessary service charges.
- Audits are performed off-site without the use of your staff through the use of bill copies. We work purely on a contingency basis. We are only compensated out of what we add directly to your bottom line. **If we do not find any refunds or erroneous charges, we walk away with nothing.**
- As a result, a telecom/utility invoice audit would not interfere with any budgetary planning but instead provide assurance that your invoices are 100% accurate and efficient. UCRA Utility Cost Recovery Auditors has performed audits on universities, government agencies, and non- profits in 48 states.
- **Being that there is a 3 year statute of limitation on all refunds**, we complete audits in a few weeks to prevent the loss of any additional months' refunds.

I would appreciate any consideration to have our organization verify telecom/utility invoices at no risk. I would like to schedule a five-minute phone call with you to discuss how UCRA Utility Cost Recovery Auditors can take the burden of verifying the accuracy of the telecom/utility charges off of your shoulders.

I plan to give you a call on \_\_\_\_\_ and would appreciate if you would accept my call. If another time or day is more convenient, please let me know.

Thank you in advance for your time.

Best Regards,



**EMAIL EXAMPLE 4:**

Good Afternoon \_\_\_\_\_:

\_\_\_\_\_ informed me that he spoke with you in regards to our utility & telecom audits. Attached is a brochure on our services.

What we would be looking to do for \_\_\_\_\_ company name \_\_\_\_\_ is audit the utility & telecom invoices for refundable errors, billing discrepancies, and unnecessary charges. We can go back 36 months to obtain a refund on any erroneous charges you may have been billed, as well as, directly add to your bottom-line by uncovering reoccurring monthly charges you do not need to owe.

We perform the audits off-site by obtaining billing histories from the providers. Your staff will not be involved in the audit. Being that our compensation is purely contingent based on what we put back into your pocket, if we find nothing, we walk away with nothing. Therefore, there is no risk for the client.

I would like to schedule a time to call next \_\_\_\_\_ and provide an overview of how we work, as well as answer any questions you may have.

Would you be available for 15 minutes on \_\_\_\_\_, or would \_\_\_\_\_ work better for you?

Feel free to contact me via email or on my direct line with a time that works best for you.

Best Regards,