ELECTRICITY, NATURAL GAS, WATER & SEWAGE

SCHOOLEY MITCHELL

AGENDA

- Utility Management Services
- Prospecting & Qualifications
- Submitting a Client
- HO & UMS Processes
- Customer Packets
- Marketing & Education
- Post Audits & Payment
- Q&A

UTILITY MANAGEMENT SERVICES

YOUR SAVINGS SPECIALISTS

- Founded in 1998 by Brian Coughlan, a former power company executive and engineer
- Brian noticed that many clients were missing out on savings, because Utility billing is incredibly complex
- He also discovered that Utilities are not required to audit their own billing for errors – and have no financial incentive to do so!
- That realization sparked a mission:

Always put the customer's best interest first!

- Since its inception, UMS has worked with over 10,000 organizations with approximately 32,000 clients, recovering over $750 million in savings nationwide
- 28 years of experience
- A+ rating from the BBB

UTILITY MANAGEMENT SERVICES

YOUR SAVINGS SPECIALISTS

UMS operates the same as Schooley Mitchell:

- Off-site billing reviews on 12months of data
- Utilizes proprietary software
- Monitors statewide regulatory trends of refunds and opt-outs
- Provides a report for their findings
- Post audit on actual savings

UMS' analysis is all about:

- Billing errors and overcharges, better billing structure options, tax savings opportunities, Demand Management Programs (DSM/EE) and energy efficiency credits.
- Simply put, they are optimizing the rates and riders that are charged by the Utility company regardless of regulation or deregulation.
- UMS has access to thousands of data points for all Utility vendors and will sift through that information to find savings.

PROSPECTING

The greatest impact is found when we target businesses with the highest likelihood of worthwhile savings opportunities.

IOUs (Investor-owned Utilities) present stronger savings potentials and are regulated by the state.

- These utility providers generally operate in larger city centers; larger population = IOU
- IOUs are required to have alternative rate options and often have incentive programs that clients can opt-out of for savings
- Major IOUs include: Duke Energy, Georgia Power, Dominion Energy, AEP, SCE&G, and more!

Municipal-provided Utility providers and Cooperative Utility providers rarely have overlapping rate structures

- Are limited to statewide regulatory issues
- These are not good targets as they have limited rate plan options with little wiggle room and are common for smaller businesses in smaller city centers where there is less of a need to negotiate.

IOU Sample Industries

Manufacturers (almost all types)	Any large electricity user	Telecom Communications companies
Hospitals and larger nursing homes	Office Buildings	Cold storage warehouses
Water/sewer Authorities	Larger Hotels	Municipalities – Cities and Towns
Cable Television companies	Rock quarries	Sawmills
Larger Office Buildings	Theme Parks	Ports and Shipyards
School Districts	Community Colleges and Universities	Businesses with chillers/cooling towers
Steel/aluminum mills		

IDEAL CLIENTS…

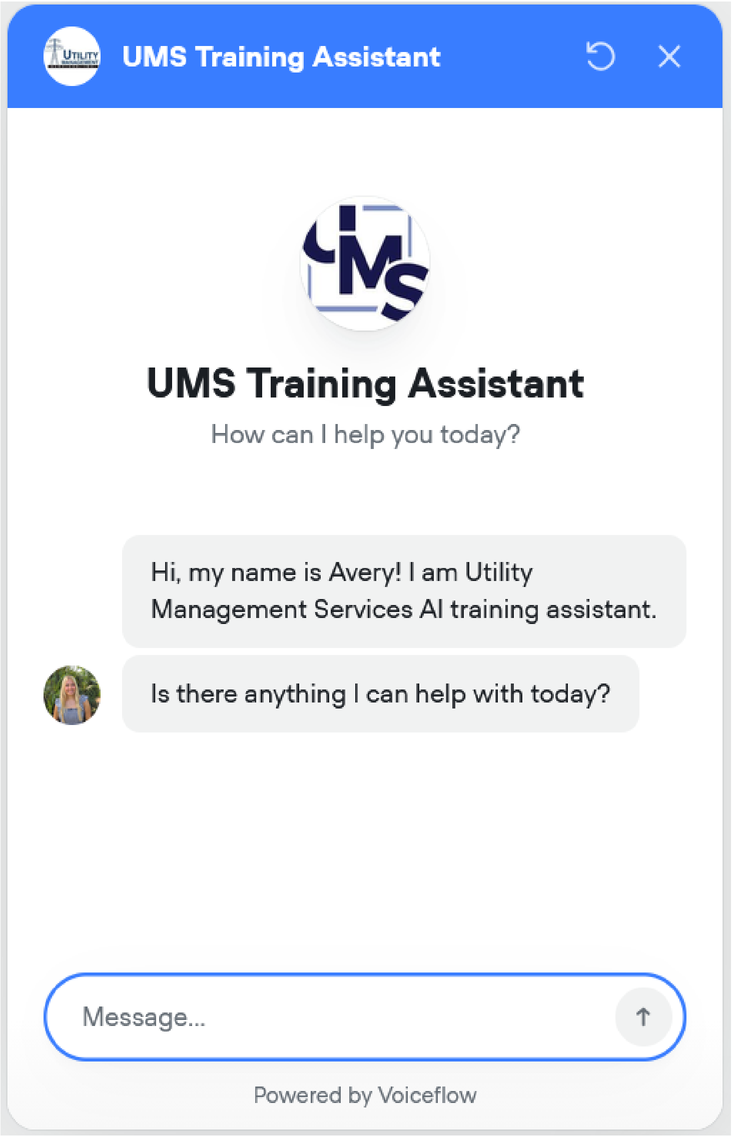
- **Multiple accounts or locations**
  Prospects who operate across multiple locations with multiple accounts, often tend to accumulate more inefficiencies that can create opportunities for savings.
- **Multiple service categories**
  Prospects who have multiple service categories (electricity, natural gas, water & sewer), are more likely to have overlooked costs and charges.
- Large facilities, Multiple HVAC units, Loading docks, Heavy equipment, 24/7 operations.

Regulated vs. De-Regulated States

- Both qualify, however UMS tends to find more savings in regulated states.
- **Regulated** - The utility controls both supply AND distribution, so customers have no choice in the provider.
- **De-regulated** – Customers can choose their electricity or gas supplier, though distribution stays with the local utility.

Canadian Clients

Although we do not currently have Canadian client case studies or savings examples to share, we strongly encourage you to submit your clients for review. Every account is unique, and we may identify opportunities for savings or optimization that can still deliver meaningful value to your clients.



The link for the UMS Chatbot can be found in the Production Library

IDEAL CLIENTS CONTINUED…

WHY TARGET THESE INDUSTRIES?

- **Education:** Schools are high-utility users. They often have multiple buildings, long operating hours, and complex billing structures. Our data shows K-12 schools average strong annual savings, and they're often overbilled without knowing it. They also love the zero-risk model – tight budgets mean they can't afford upfront costs, making our audit-first approach a perfect fit.

- **Marinas:** have high utility usage as they run lighting, pumps, fuel systems, and boat lifts – all energy-intensive operations. They often have complex billing as they utilize multiple meters and varied usage patterns make billing errors more likely and harder to catch internally.

- **Restaurants and Bars:** They have the highest utility spend per square foot. Kitchens, HVAC, refrigeration, and lighting run constantly. That's a massive utility footprint! Billing errors are more common - complex usage patterns mean overcharges often go unnoticed.

Industry	Average Annual Savings	High Annual Savings
Agriculture	$45, 146	$1,641,781
Auto Dealer	$4,746	$23,648
Camp / RV	$5,087	$11,207
Cities and Governments	$16,481	$290,236
Education	$24,386	$340,000
Grocery	$6,894	$23,209
Gym	$14,179	$19,340
Healthcare / Hospitals	$45,862	$956,121
Hospitality	$4,425	$201,634
Marina	$6,391	$12,285
Manufacturing	$34,933	$1,957,400
Museums	$3,773	$6,213
Non-Profits	$4,501	$18,146
Property Management	$17,196	$226,625
Religious Organizations	$3,412	$62,500
Restaurants and Bars	$5,525	$129,000
Theatres	$3,007	$6,548
Telecommunications	$62,851	$150,020
Warehousing / Storage	$11,704	$133,552
Wholesale / Distribution	$111,471	$1,070,433

COMMON INDUSTRIES TO AVOID:

- **Small Churches**
- **Small retail stores**
- **Small office buildings**
- **Small local restaurants**

QUALIFYING A CLIENT

ASK THE RIGHT QUESTIONS!

1. Who are your providers? IOU or Co-op or Municipality? Regulated or Deregulate?
2. Have you noticed anything out of the ordinary with your utility billing recently?
3. Do you have software to identify billing errors and correct rate plans for your utilities?
4. What was uncovered in your most recent utility bill audit?
5. I saw [outside / on Google maps] that you have a chiller outside, that must cost you a fortune – when did you last review those electricity costs?
6. I noticed you use water in your production process – do you have data on the water coming in and expected sewage usage?
7. How much do you spend per month on Electric / Water / Gas?

THRESHOLD REQUIREMENTS:

- Electricity: $10,000 or 10+ locations over $3,000 each
- Natural gas: $10,000
- Water & Sewage: $10,000 (**Firm** minimum)

If one sub-category (Water, Gas or Electricity) qualifies on its own, then we can look at the other sub-categories if they are at least over $5,000 per account.

REVIEWING INVOICES

For accounts without a third-party supplier (regulated markets), first determine how many accounts are associated with each utility provider.

•**Single Account:** The monthly spend must meet the minimum threshold for that account.

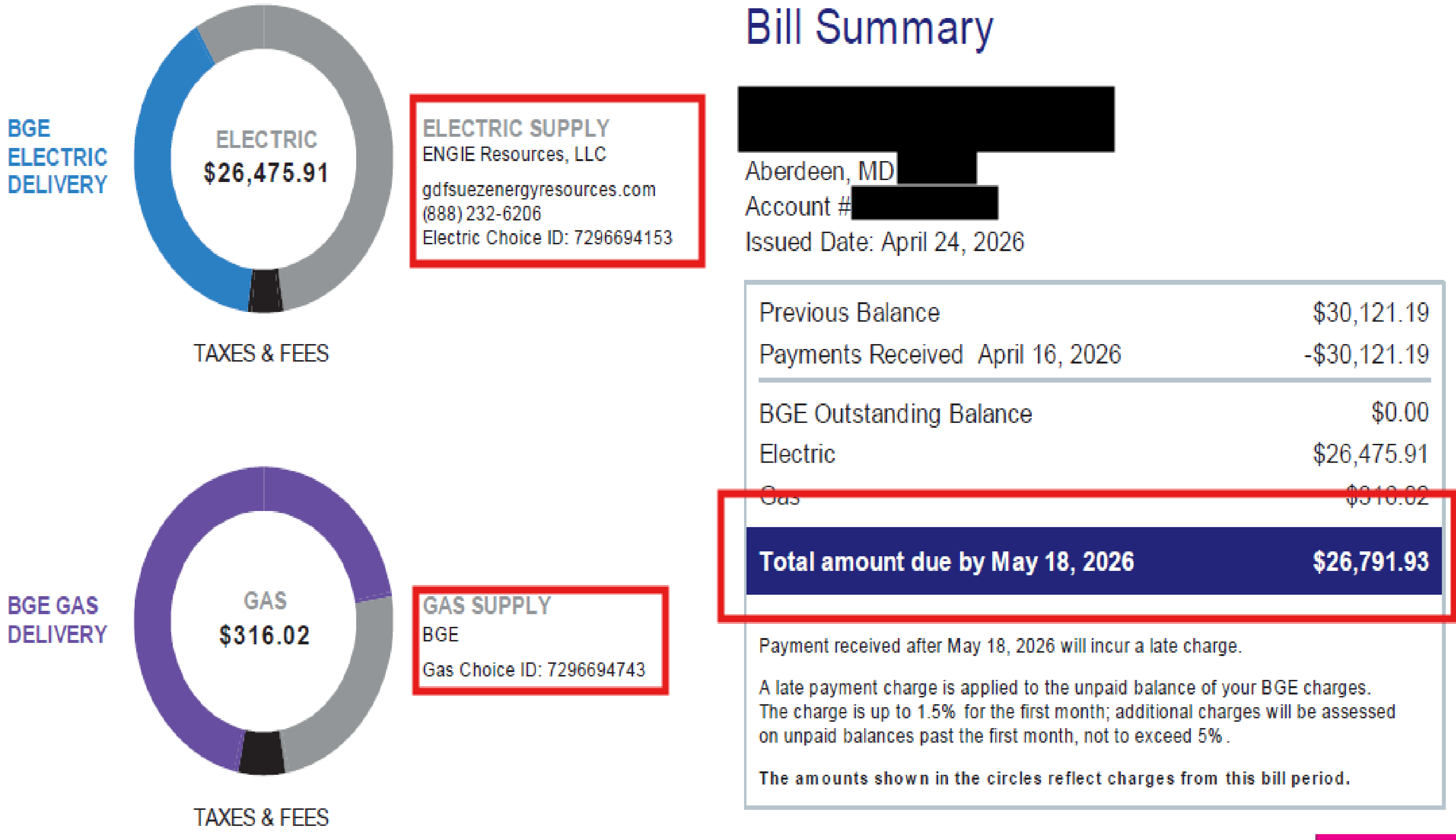
•**Multiple Accounts:** The combined monthly spend across all accounts must meet the minimum threshold, grouped by provider and service type (electric or gas).

Delivery vs. Supply (de-regulated states)
When reviewing utility invoices, delivery and supply costs should be evaluated separately. Our standard audit process includes an assessment of potential rate savings. The strongest opportunities are typically found when delivery charges account for a significant portion of the overall utility spend and are driving the spend thresholds.

In this BGE invoice example, the account includes both electric and gas services.

Electric: Delivered by BGE and supplied by ENGIE Resources.

Gas: Both delivered and supplied by BGE.



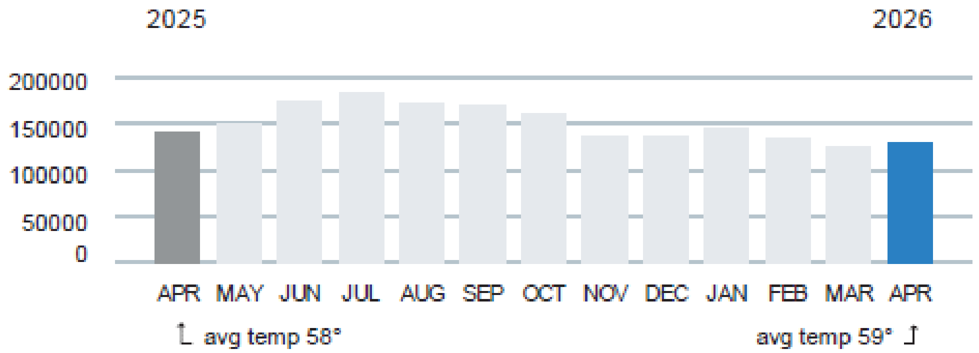
INVOICES CONTINUED…

Because a third-party supplier (ENGIE Resources) is listed on the electric account, the total invoice amount cannot be used to determine whether the client meets the spend threshold.

Instead, the invoice charges must be reviewed in detail to separate delivery and supply costs. As shown in this image, the next step is to analyze the billing breakdown to identify the applicable delivery charges and accurately calculate qualifying spend.

Electric details

ANNUAL ELECTRIC USAGE



General Service - Schedule G — POLR Type II

Billing Period: Mar 24, 2026 - Apr 23, 2026 — Days Billed: 30

Next Scheduled Reading: May 21, 2026

Meter #[redacted] Read on Apr 23

Multiplier 300

Current Reading 68195 - Previous Reading 67763 = **129600 kWh used**

ELECTRIC SUPPLY				**$15,095.22**
ENGIE Resources, LLC				15,095.22
BGE ELECTRIC DELIVERY				**$10,453.59**
Customer Charge				15.60
EmPower MD Chg	129600 kWh	x	.03566	4,621.54
Distribution Chg	129600 kWh	x	.04488	5,816.45
TAXES & FEES				**$927.10**
MD Universal Svc Prog				184.22
Envir Srchg	129600 kWh	x	.00015	19.44
Franchise Tax	129600 kWh	x	.00062	80.35
State Tax			6%	643.09
TOTAL				**$26,475.91**

SUBMITTING A CLIENT

Please submit all clients and the following documents to hoprod@schooleymitchell.com

- Utilities Submission form (found in the Production Library) as this will serve as our "submission" to UMS.
- Service Agreement including the Utility Addendum
- LOA – per provider. Use Chatbot to search by provider. If one is not available, you may submit the Generic LOA located in the production library.
- Most recent invoices for each category and account/location. If there are high usage periods, provide those months as well. Please include **all pages.**
- Online access is preferred as this can greatly speed up the process for UMS
- If the client is in a de-regulated state, we will need the Supplier Agreements (electricity or natural gas).

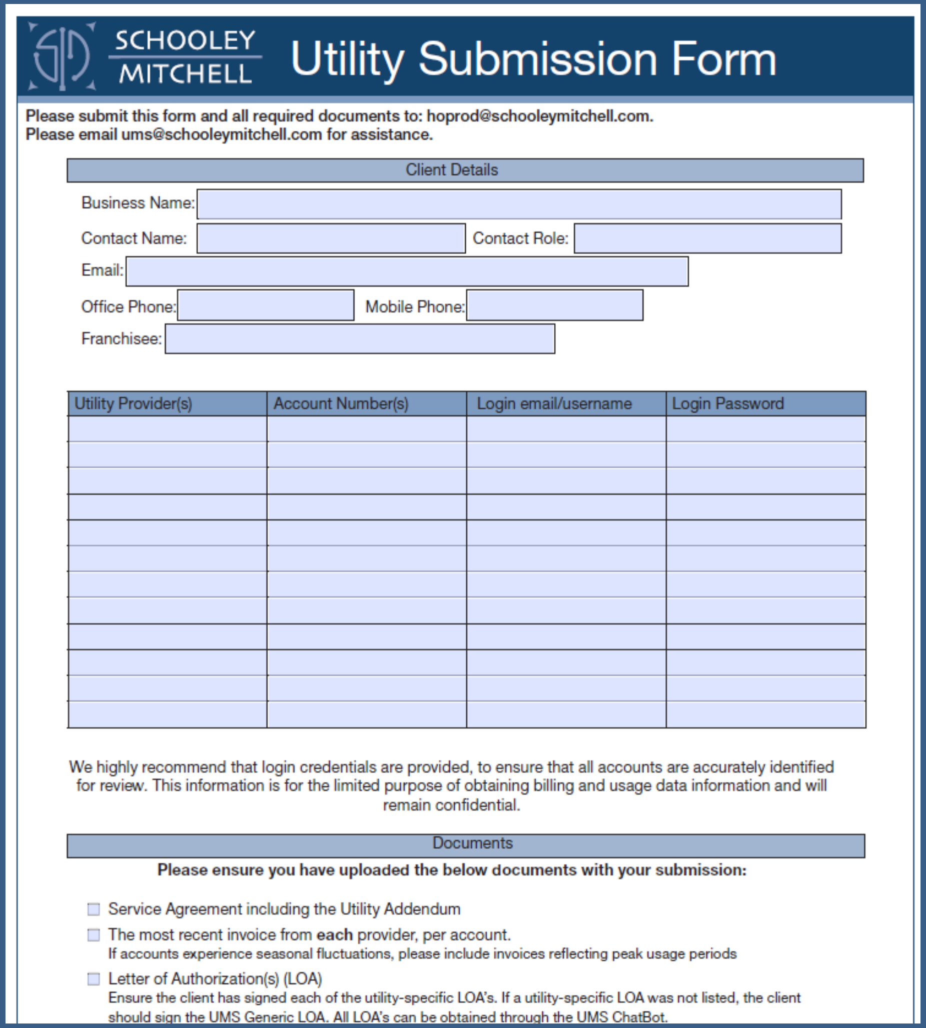
IMPORTANT Note:

The signed Addendum provides UMS with permission to:

- ➢ Implement billing errors and savings without client approval
- ➢ No VR (Customer Packet) approval is required, unless a new provider is brought in

What if the client objects to changes being implemented without approval?

Add this request to your initial submission. This way, we can notify UMS of this when we send your client in for review.



SCHOOLEY MITCHELL

Utility Submission Form

Please submit this form and all required documents to: hoprod@schooleymitchell.com.
Please email ums@schooleymitchell.com for assistance.

Client Details

Business Name:

Contact Name: Contact Role:

Email:

Office Phone: Mobile Phone:

Franchisee:

Utility Provider(s)	Account Number(s)	Login email/username	Login Password

We highly recommend that login credentials are provided, to ensure that all accounts are accurately identified for review. This information is for the limited purpose of obtaining billing and usage data information and will remain confidential.

Documents

Please ensure you have uploaded the below documents with your submission:

- ☐ Service Agreement including the Utility Addendum
- ☐ The most recent invoice from **each** provider, per account.
  If accounts experience seasonal fluctuations, please include invoices reflecting peak usage periods
- ☐ Letter of Authorization(s) (LOA)
  Ensure the client has signed each of the utility-specific LOA's. If a utility-specific LOA was not listed, the client should sign the UMS Generic LOA. All LOA's can be obtained through the UMS ChatBot.

This category is not available through Client Relations.

HO & UMS PROCESSES

HEAD OFFICE

1. File Assignment & Document Verification
2. Threshold Qualification Review
3. Outcome Communication
4. Submission to UMS
5. Ongoing Status Tracking
6. Customer Packet Delivery
7. Client Presentation
8. Implementation, Invoicing & PA

UTILITY MANAGEMENT SERVICES

1. Sent to Onboard
2. Data Received
3. Send to Audit
4. Conduct Comprehensive Audit
5. Prepare Draft Report
6. Quality Assurance Review
7. Issue Final Audit Report
8. Send Report to Schooley Mitchell
9. Implement Savings
10. Notify Once Implementation Complete
11. Implementation and Invoicing

CUSTOMER PACKETS

UTILITY MANAGEMENT SERVICES
YOUR SAVINGS SPECIALISTS

6317 Oleander Drive Suite C
Wilmington, NC 28403
Phone: 888.867.3230
UtilManagement.com

April 10, 2026

Mrs. [redacted]

[redacted]

Buffalo, NY [redacted]

Dear [redacted]

Thank you for choosing Utility Management Services, Inc. to assist you with your utility bill audit. We have conducted a thorough analysis of your utility accounts by obtaining historical billing and usage information from your providers in accordance with our agreement. We searched for excessive contract demands, billing demands, meter reading errors, data entry errors, and other signs of errors and overcharges.

We are pleased to have identified the following opportunities for savings. Attached you will find an analysis for each proposed change, your current and proposed rate schedule, and a copy of your agreement. We will contact the utility providers and request these changes be implemented on your behalf. No operational changes will be required to receive these savings.

Identified Savings Opportunities

Utility Provider	Account Number	Current Rate	Proposed Rate	Projected Savings	Estimated Refund
National Fuel	Multiple (5)	11%	0%	$1,416	$2,489
National Fuel	Multiple (7)	8.75%	0%	$3,287	$5,728
National Grid	Multiple (4)	11%	0%	$1,650	$3,254
National Grid	Multiple (3)	8.75%	0%	$844	$1,685
			Total Savings	**$7,197**	**$13,156**

In this example packet, the client saved in two areas:

- **Tax Exemption Refund**
  A reduced sales tax rate. This covered past taxes paid. In this case, the customer was asked to sign a Power of Attorney Form and New York State Exemption Certificate.

- **Projected Annual Savings**
  Savings outlined in the packet are based on historical usage and billing data.

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National Grid	Multiple (3)	8.75%	0%	$844	$1,685
			Total Savings	**$7,197**	**$13,156**

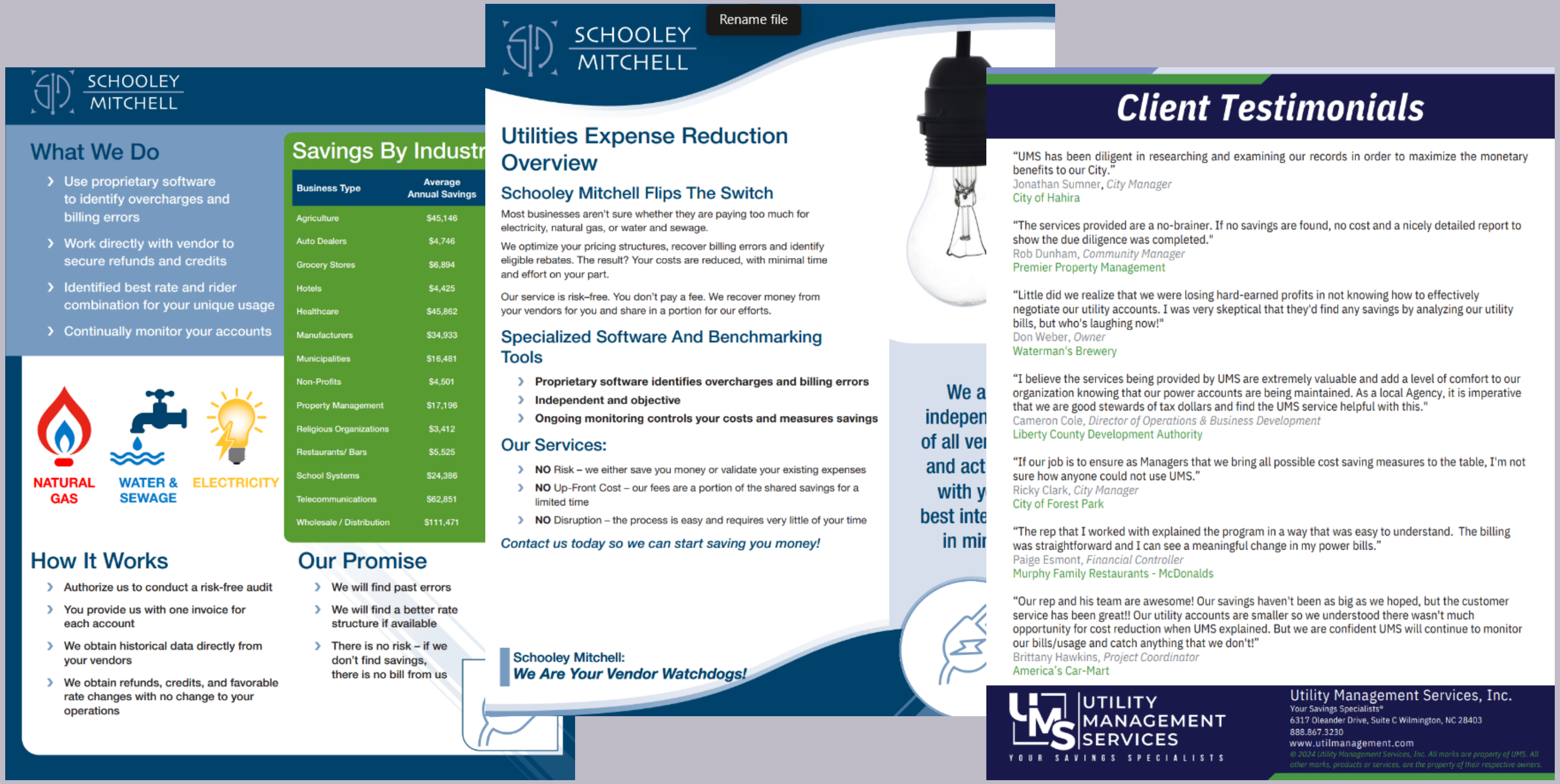
It is important to note, that the actual savings experienced may differ from the projected savings.

When will billing errors be corrected and savings begin?

Billing errors will be corrected immediately, and savings will begin as of the date mentioned in the Customer Packet (VR Report).

MARKETING AND EDUCATION

Currently we have two marketing slicks available on the Marketing Materials Site. We also have testimonials available upon request.



UTILITY MANAGEMENT SERVICES
YOUR SAVINGS SPECIALISTS

6317 Oleander Drive Suite C
Wilmington, NC 28403
Phone: 888.867.3230 Fax: 910.793.2946
UtilManagement.com

Customer #: [redacted]
Customer: [redacted]
Address: [redacted]
Power Provider: Georgia Power
Account #: [redacted]

SAMPLE

New Rate: [redacted]
Former Rate: [redacted]
New Contract Demand: [redacted]
Former Rate Contract Demand: [redacted]

Total Savings **$1,010.83**

	Actual Cost	Former Rate Plan Cost	Actual Savings
December 2023	$589.56	$884.25	**$294.69**
January 2024	$642.33	$997.58	**$355.25**
February 2024	$641.16	$1,002.05	**$360.89**

	Usage & Demand				
	Measured Demand (kW)	Billing Demand (kW)	On Peak Usage (kWh)	Off Peak Usage (kWh)	Total Usage (kWh)
December 2023	15.40	25.00	0	4,320	4,320
January 2024	18.64	25.00	0	4,840	4,840
February 2024	17.36	25.00	0	4,800	4,800

	Former Rate Plan: [redacted]					
	Base Charge	Energy Charge	Demand Charge	Fuel Charge	Riders	Minimum Bill (When Applicable)
December 2023	$38.00	$531.94	$0.00	$185.15	$129.16	$352.31
January 2024	$38.00	$593.68	$0.00	$207.44	$158.46	$403.90
February 2024	$38.00	$624.72	$0.00	$205.72	$133.61	$377.34

1. **Actual Cost** is the amount of your electric bill less taxes, franchise fees, and leased lighting charges.
2. **Former Rate Plan Cost** is the amount of your electric bill if UMS had not implemented this rate change on your behalf.
3. **Total Savings/Credit** is the difference between the **Actual Cost** and the **Former Rate Plan Cost**.

Access a copy of the rate schedules at http://www.georgiapower.com/pricing/gpc_rates.asp

POST AUDITS

- Post Audits are conducted Quarterly and cannot be offered monthly
- UMS will gather the invoices from the vendor and compile a report
- A Post Audit and invoice sample will be sent from UMS through Head Office to you
- You will present the Post Audit to your client

PAYMENT

- Once the Post Audit is presented, you will invoice the client 50% of the savings
- You will send 80% of your collections to HO. We are invoiced the exact 80% by UMS – HO keep nothing
- When reporting your collections, HO only collects royalty and ad funds at 10% (1 tenth)

QUESTIONS?