

**AGENDA ITEMS**

**VILLAGE BOARD  
MEETING**

**04/09/2014**

Subject Future Savings Explained  
From Kevin Garry <KGarry@troybanks.com>  
Date Thursday, April 3, 2014 4:41 pm  
To "jmkarge@optonline.net" <jmkarge@optonline.net>

Hello John,

With regard to future savings, we often come across issues on accounts that do not warrant refunds, but do warrant reductions. If we are successful in achieving future cost reductions, T&B would be entitled to 29% of savings directly resulting from our work for the first 18 months going forward; after that you keep 100% of savings enjoyed.

This is calculated by using a spreadsheet detailing what you would have paid had we left the accounts alone, compared to what you did pay as a result of our efforts; the difference would be the savings. We can do this monthly, quarterly, semi-annually or annually... whichever suits you best.

Please call or email if you have any further questions or need anything else.

Best regards,  
Kevin

Kevin P. Garry  
Director of Client Services  
Troy & Banks, Inc.  
2216 Kensington Avenue  
Buffalo, NY 14226  
Direct: (716) 517-3966

Subject Troy & Banks Utility and Telecom Audit Proposal

From Kevin Garry <KGarry@troybanks.com>

Date Thursday, March 27, 2014 4:26 pm

To "jmkarge@optonline.net" <jmkarge@optonline.net>

Attachments

To Begin Audit.pdf	218K	Client Agreement.doc	11K
Letter of Authorization-Retype(U&T).doc	20K	Amtrak Reference.pdf	17K
M&T Bank - Ref.pdf	44K	Fairfax County Water Authority Reference Letter.pdf	42K

Dear Mr. Karge,

Troy & Banks is pleased to submit the following proposal to audit your village's utility and telecommunications billings. Our company recently obtained a refund in excess of **\$258,000** for The City of Beacon. We suspect you may be entitled to refunds as well.

### COMPANY BACKGROUND

Troy & Banks, Inc. is a professional cost management and consulting firm specializing in solutions to reduce utility (electricity, gas, water, sewer, propane) and telecommunications expenses. Troy & Banks' services include invoice audit and verification, rate analysis and optimizations, negotiation and procurement, and other related utility and telecommunications cost recovery, management and consulting services. T&B was founded in 1994 and currently provides consulting services to approximately 7,000 industrial, commercial and institutional locations worldwide.

Some of our notable clients include the Port Authority of New York and New Jersey; United States Postal Service; Amtrak; LaGuardia/JFK Airports, MTA NYC, Niagara Frontier Transportation Authority; State of New York; Orange County Public Schools (FL); The Metropolitan Opera; New York Stock Exchange; American Stock Exchange; New York Racing Association (Aqueduct, Belmont and Saratoga racetracks); M&T Bank; Mount Sinai Medical Center; Hugo Boss; Alltel Corp.; City of Syracuse, NY; City of Buffalo, NY; just to name a few.

### SCOPE OF WORK

T&B will audit your village's invoices from and payments to your energy and telecommunications suppliers. The audit will include a review of all applicable tariffs and riders including special utility programs offered by service providers for the past six years. Our audit will ascertain whether the invoices are accurate and appropriate under tariffs and regulations. Our specialized audit master software is designed to check for billing errors. If overbilling has occurred, we will prepare a claim letter, document our findings, and forward to the service providers requesting reimbursement plus interest. Our extensive experience has combined to produce millions of dollars in refunds and savings for our clients.

It is our experience that municipalities are routinely overcharged on their monthly billings. Approximately 65% of the bills we audit contain overcharges. With regard to the future savings aspect of an audit – this is how it works. When Troy & Banks conducts an audit, past historical billings are reviewed to identify inconsistencies, anomalies, and overpayments. When these are identified, our auditors request refunds and credits, plus applicable interest.

We will also review all energy purchases and taxing authorities for exemptions, rebates and refunds.

The "**future savings**" aspect of the audit identifies potential savings **going forward** (example – our auditors identify a special rider or a new rate that is available to a particular account – a change would reduce the electric bill by approximately \$50,000 a year).

Please see the attached letters of recommendation we received in the mail from a few of our satisfied clients - (over two million dollars in overcharges and refunds).

### COMPENSATION

T&B is paid on a performance basis. If there is no refund, credit or savings realized, there is no charge for our service. Our fees are paid from a percentage of the refund or savings - we do not add to your overhead. (please see attached client agreement)

I hope this provides you with enough information to consider moving forward with our services. If you have any questions, please contact me at 716-517-3966. Also, please feel free to visit our website at [www.troybanks.com](http://www.troybanks.com).

Best regards,  
Kevin P. Garry

**Kevin Garry**  
Director of Client Services  
**TROY & BANKS**  
*2216 Kensington Ave.*  
*Buffalo, NY 14226*  
*Ph: 1-800-499-8599*  
*Local: 716-517-3966*  
*Fax: 716-839-4452*  
*E-Mail: [kgarry@troybanks.com](mailto:kgarry@troybanks.com)*

# TO BEGIN A TROY & BANKS AUDIT:

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*This instruction sheet has been prepared for your use in gathering the information for your utility and telecommunication audit.*

1. Copy one (1) bill from each of your utility accounts including electric, gas, fuel, and from all telecommunication accounts including, cellular, local, long distance, data, and frame relay.
2. Execute the enclosed Client Agreement and Letter of Authorization form.
3. Send all information to:



## TROY & BANKS

*Utility and Telecommunication Consultants*

2216 Kensington Ave., Kensington at Saratoga  
Buffalo, NY 14226

Tel. 716-839-4402 or Fax 716-839-4452

If you have any questions please call us at

**1-800-499-8599**

**Agreement**

This Agreement is entered into as of \_\_\_\_\_ between Troy & Banks, Inc. ("TB") and \_\_\_\_\_ with an address at \_\_\_\_\_ (the "Client").

In consideration of the mutual agreements hereafter set forth, TB and Client agree as follows:

1. The Client engages TB to conduct an audit or survey of Client's gas, electric, telecommunications and water/sewer utility ("Utility") service accounts for the purpose of securing refunds, credits and cost reductions resulting from discovery of charges or costs in excess of those permitted or allowed by applicable contracts, tariffs, statutes, rules and regulations and/or from overcharges or billing errors. TB agrees to conduct such audit.
2. Overcharges – For any refunds, credits or rebates obtained by TB for prior overcharges, billing errors or costs in excess of those permitted by applicable contracts, tariffs, statutes, rules or regulations, TB shall be paid 33% of all monies refunded or credited to the Client.
3. Future Cost Reductions - For any reductions in future costs for electric, gas, telecommunication and water services resulting from TB analysis, the fee is 33% of the amount saved each month for 24 months. TB will document actual monthly savings obtained by analysis of tariff cost applications.
4. TB has made and makes no guarantee or assurance of any credit or refund amount or cost saving results.
5. **If Client does not receive refunds, credits, or reductions in future billings, there will be no fee for TB services.**
6. This Agreement sets forth the entire understanding and agreement between the parties.

[Client Name] \_\_\_\_\_

Troy & Banks, Inc.

By: \_\_\_\_\_

By: \_\_\_\_\_  
Thomas T. Ranallo, President

Name: \_\_\_\_\_

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

Telephone: \_\_\_\_\_

Telefax: \_\_\_\_\_

**PLEASE RETYPE THIS AUTHORIZATION FORM  
ONTO YOUR COMPANY LETTERHEAD**

Date:

Our utility and telephone companies are:

Dear Representative:

We have this date engaged Troy & Banks, Inc. as utility and telephone consultants to serve as our agent for the purpose of auditing and evaluating our account(s).

Please respond to Troy & Banks, Inc. in all matters pertaining to our accounts with you. This includes providing all billing information, billing records, and order activity with reference to our service and equipment. This authorization shall continue until same is canceled in writing from our office.

Troy & Banks is hereby authorized to pursue credits due us for past billing discrepancies and act as our agent should a refund check be desired in lieu of a credit.

Their representative will present this request when contacting your offices.

Very truly yours,

Print Name:

Title:

**TROY & BANKS, INC.**  
**New York State Street Light Clients**

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1/07/08	Town of Pembroke	\$ 4,898.57
1/30/08	Town of Brighton	\$ 6,372.32
1/30/08	Town of Canandaigua	\$ 2,535.87
1/30/08	Town of Chili	\$ 51,137.24
1/30/08	Town of Gates	\$ 70,898.05
1/30/08	Town of Greece	\$ 74,977.31
1/30/08	Village of Geneseo	\$ 2,561.58
6/11/09	City of Olean	\$ 47,971.27
8/12/09	Town of Geneva	\$ 1,277.76
8/13/09	Village of Norwood	\$ 6,488.47
1/26/10	Village of North Syracuse	\$ 19,096.18
2/17/10	City of Cohoes	\$ 72,828.66
3/04/10	Town of Cheektowaga	\$ 34,012.66
3/10/10	Village of Dannemora	\$ 64.39
3/10/10	Village of Arkport	\$ 1,123.77
3/10/10	Village of Moravia	\$ 434.53
7/13/10	Town of Cheektowaga	\$ 491.74
7/21/10	Town of Pittsford	\$ 35,402.49
7/28/10	City of Oneonta	\$ 5,630.21
8/05/10	City of Fulton	\$ 56,220.32
8/10/10	Town of Clayton	\$ 2,612.98
8/13/10	Town of Brasher	\$ 1,710.48
8/17/10	Cornell University	\$ 855.55
8/30/10	Town of Stockholm	\$ 1,036.55
12/15/10	Village of Canastota	\$ 12,075.49
12/15/10	Village of Central Square	\$ 1,135.11
12/15/10	Village of Liverpool	\$ 10,150.41
12/29/10	Town of Farmington	\$ 5,030.07
1/05/11	Village of Pittsford	\$ 28,879.50
1/06/11	Town of Webster	\$ 20,711.29
3/01/11	Village of Brockport	\$ 6,508.48
3/04/11	Town of Henrietta	\$ 49,282.02
3/08/11	Village of Alexandria Bay	\$ 3,307.71
3/08/11	Village of Sackets Harbor	\$ 6,937.72
3/08/11	Village of Fayetteville	\$ 5,056.10
4/07/11	Niagara Frontier Transportation Auth.	\$ 11,260.67
9/08/11	City of Syracuse	\$121,549.33
12/2/11	Town of Salina	\$ 52,812.74
4/05/12	City of Rome	\$182,578.61
4/20/12	City of Amsterdam	\$198,000.00
8/10/12	Village of Menands	\$ 49,366.54
8/22/12	Village of Baldwinsville	\$ 4,212.81
9/5/12	Town of Cicero	\$ 32,800.58
9/21/12	Town of Cortlandville	\$ 9,334.52
10/17/12	City of Gloversville	\$ 93,796.81
1/10/13	Village of Liverpool	\$ 501.34
1/10/13	Village of Manlius	\$ 5,611.30
1/16/13	Village of Cazenovia	\$ 2,904.77
2/6/13	Village of Minoa	\$ 2,294.47
2/20/13	City of Ogdensburg	\$ 37,813.96
4/3/13	Town of Kirkland	\$ 3,264.41
6/4/13	Town of Colonie	\$119,667.13

# City of Gloversville

City Hall - 3 Frontage Road  
Gloversville, New York 12078-2897



FAX ..... 773-2593  
MAYOR ..... 773-4553  
ANIMAL CONTROL ..... 736-2100  
ASSESSOR ..... 773-4550  
BUILDING INSPECTOR ..... 773-4560  
CITY CLERK ..... 773-4542  
CODE ENFORCEMENT ..... 773-4560  
COMMUNITY  
DEVELOPMENT  
AGENCY ..... 773-4534  
FINANCE ..... 773-4532  
FIRE ..... 773-4555  
CITY ATTORNEY ..... 773-4554  
POLICE ..... 773-4514  
POLICE FAX ..... 773-4540  
PUBLIC WORKS ..... 773-4556  
TRANSIT ..... 773-4528  
WATER DEPARTMENT ..... 773-4520

August 12, 2013

Mr. Thomas T. Ranallo  
President  
Troy & Banks, Inc.  
2216 Kensington Ave.  
Buffalo, NY 14226

RE: Street Light Refund

Dear Tom:

It is with much thanks that I write this letter commending you and your expert staff on assisting the City of Gloversville with recouping over \$82,000 in refunds from National Grid due to overbilled street lights.

With budgets strained to the max and nerves worn to a frazzle over ways to reduce our spending and increase revenue, imagine our excitement at the news of such a substantial refund!

We appreciate your negotiations on our behalf with National Grid and the detailed and extremely thorough audit you conducted, reviewing each pole and light in the City.

I greatly appreciate the service you have done for the City of Gloversville.

Sincerely,

  
Bruce Van Genderen  
Commissioner of Finance

**Subject** Troy & Banks, Inc. - Audit Results  
**From** Kevin Garry <KGarry@troybanks.com>  
**Date** Thursday, March 27, 2014 4:27 pm  
**To** "jmkarge@optonline.net" <jmkarge@optonline.net>  
**Attachments**

NYS Street Light Accounts - as of 7-2013 #1.doc	30K	Troy and Bank Reference 2013.pdf	39K
City of Gloversville 8-12-13.pdf	335K	Client Agreement.doc	11K

Greetings John,

Please see the attached documents illustrating the value and success of our work. We have worked with many municipalities throughout New York and have recovered millions of dollars from utility/telecom service providers resulting from **overcharges**, particularly on street light accounts. I have attached a list of our results for other municipalities as well as a couple of reference letters for your consideration.

Also, recently we successfully obtained a refund in excess of \$255,000 for one of your neighbors, The City of Beacon. We are offering our services at the same rate negotiated by our President and The City of Beacon. I have attached the adjusted Client Agreement reflecting those terms.

I appreciate your time and consideration. Feel free to call or email if you need anything else.

Enjoy the weekend!

Best regards,  
Kevin

Kevin P. Garry  
 Director of Client Services  
 Troy & Banks, Inc.  
 2216 Kensington Avenue  
 Buffalo, NY 14226  
 Direct: (716) 517-3966



**TOWN OF COLONIE**  
**General Services Department**  
Memorial Town Hall  
Newtonville, New York 12128

Phone (518) 783-2726 Fax (518) 786-7329  
[www.colonie.org/genservices](http://www.colonie.org/genservices)

Paula A. Mahan  
Town Supervisor

Douglas W. Sippel, CPPB  
Director

August 1, 2013

Mr. Tom Ranallo, President  
Troy & Banks, Inc.  
2216 Kensington Ave.  
Buffalo, NY 14226

Dear Tom:

Just a quick note to extend the Town of Colonie's appreciation to Troy & Banks for your help in securing almost \$120,000 in refunds on our street lighting account.

Your team was very professional and great to work with. Your thorough audit, as evidenced by your team's numerous onsite visits to assess our street light charges firsthand, was noticed and greatly appreciated. We can now be confident that our street lights are billing correctly.

Thank you again! Please feel free to have other interested entities contact me for a reference.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Sippel", is written over a horizontal line.

Douglas Sippel, CPPB  
General Services Director  
Town of Colonie, New York

Manufacturers and Traders Trust Company  
428 Evans Street, Williamsville, NY 14221  
(716) 633-2454

December 11, 2001

Mr. Gerard J. Sentz, PE  
Erie County Department of Public Works  
Room #1408 – Rath Building  
95 Franklin Street  
Buffalo, NY 14202

**RE: Reference Letter - Troy & Banks**

Dear Mr. Sentz:

I am in receipt of your letter dated December 4, 2001 regarding a reference for Troy & Banks, Inc. It is my pleasure to provide this reference on their behalf, and trust the following information will encourage you in the selection process.

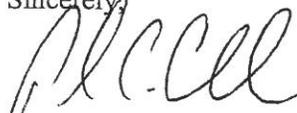
Allow me to state from the outset of this letter that Troy & Banks, Inc. (T&B), has done an outstanding job on behalf of M&T Bank. Their work yielded significant results. The bank was so satisfied with their work and professionalism that we have engaged their services on two separate occasions, and have subsequently turned over additional banks that were recently acquired by M&T.

M&T Bank realized over \$1 million in refunds and savings on telecommunications and over \$100,000.00 on utilities as a result of T&B's efforts. They uncovered numerous types of errors that led to refunds. They also identified cost saving opportunities that aided M&T in decreasing our annual expenses.

As you are aware, M&T Bank is one of the largest banks in New York State. Our project was an enormous undertaking that T&B handled in an efficient and methodical manner. The audit was completed within an acceptable time frame and there were no concerns with the quality of their work.

On a personal note, I maintain contact with their firm, as I have been assigned their company account at our bank. As a result, I can confidently attest to their professionalism and ethics and therefore, can and will enthusiastically recommend them to the County of Erie.

Sincerely,



Paul Collins  
Vice President, M&T Bank

PC/

cc: Troy & Banks



July 31, 2003

Mr. Keith Wiese  
Troy and Banks  
4536 Main Street  
Buffalo, NY 14226

Re: Utility and Telecommunications Audit

Dear Mr. Wiese:

I would like to take this time to thank you and the staff of Troy and Banks Inc. on your effective review of our utility and telecom accounts.

Your audit work yielded refunds and future savings in excess of \$1,100,000.

Thank you again for your diligent efforts.

Sincerely,

A handwritten signature in black ink, appearing to read "Gary E. Glowacki". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gary E. Glowacki  
*Deputy Inspector General-Audits*



FAIRFAX COUNTY WATER AUTHORITY  
8570 Executive Park Avenue  
Fairfax, Virginia 22031-2218  
[www.fairfaxwater.org](http://www.fairfaxwater.org)

PHILIP W. ALLIN, CHAIRMAN  
LINDA A. SINGER, VICE-CHAIRMAN  
FRANK R. BEGOVICH, SECRETARY  
ARMAND B. WEISS, TREASURER  
BURTON J. RUBIN  
HARRY F. DAY  
J. ALAN ROBERSON  
RICHARD DOTSON  
ANTHONY H. GRIFFIN  
JOSEPH CAMMARATA

CHARLES M. MURRAY  
GENERAL MANAGER  
TELEPHONE (703) 289-6011

STEVEN T. EDGEMON  
DEPUTY GENERAL MANAGER  
TELEPHONE (703) 289-6012

FAX (703) 289-6269

April 19, 2013

To Whom It May Concern:

Please allow this letter to serve as a reference for Troy & Bank, Inc. and the contingency-based utility and telecommunications forensic billing audit they provide.

Fairfax Water (FW) is Virginia's largest water utility, and, as such, has substantial expenses relating to our utility and phone providers. With such large costs and the extensive number of invoices to process, it is difficult to always verify proper charges to determine if we are being billed correctly. It is to this end that we would like to recommend Troy & Banks for the outstanding job that they have performed for us. Their audit work achieved significant results that exceeded our expectations!

Troy & Banks recovered over \$89,000 in refunds due to FW from our various telephone and utility providers as a result of overbillings. In addition, they reduced our expenses by over \$10,000 per month, resulting in over \$120,000 in annual savings. These types of results have had a positive and significant impact on our budget and will continue to do so for years to come.

Troy & Banks worked diligently to ensure that all possible dollars were recovered and the savings were maximized.

The audit process was very simple and involved very little of our time and effort. The Troy & Banks' team was professional, extremely knowledgeable, and was always readily available. We are very pleased with the audit performed by Troy & Banks and would highly recommend their services to any inquiring company, organization, or municipality without hesitation.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jill Huff".

Jill Huff

IT Manager

## **S.W.JOHNSON ENGINE COMPANY NO.2**

5 School St.  
Wappingers Falls, New York

Tel: 298-SWJ2

Apr.7 ,2014

John Karge  
Village Clerk  
Village of Wappingers Falls  
South Ave.  
Wappingers Falls

John,

At our monthly meeting on April 7th, the following individual was elected into our Company as an Active member:

David Conca Jr. of 41 Swenson Dr., Wappingers Falls

Also, Sean Lyons resigned his positions as Trustee and Representative to the Association. John Terralavaro was voted in to fill the Trustee office, while Joe Silvestri was voted into the Association Representative post.

Please forward to the Board for their notification and approval.

Sincerely,

Jerry Travis  
Secretary

To the Village Board and Mayor Mathew Alexander,

At our monthly meeting 4/7/2014, we voted in John McCluskey and John Rogers as activemembers.

Thank You,

A handwritten signature in cursive script, appearing to read "Emily Weippert", followed by a long horizontal line extending to the right.

Emily Weippert