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April 14, 2016

To Whom It May Concern:

Lapeer County Medical Care Facility was thrilled when Tenurgy reported they had uncovered a billing error on our water/sewer account. This billing error resulted in a refund of over \$100,000 and saves us more than \$7,000 on a monthly basis.

The entire process with Tenurgy was simple. There were no upfront costs and we only needed to provide one month's worth of invoices along with a letter of authorization. Once Tenurgy identified the billing error, they were able to work quickly with the city to confirm the error, correct the account and request the refund all on our behalf.

Lapeer County Medical Care Facility is pleased with the result of our utility audit and would highly recommend their services to other medical care facilities and commercial businesses.

Sincerely,

Gary Easton
Gary Easton

Administrator

Lapeer County Medical Care Facility