

FORTUNE 500 RETAILER AVOIDS \$6.75M IN LOST REVENUE THROUGH SIB'S UTILITY TRANSFER PROCESS



Industry
Retail

Client
A private equity-owned Fortune 500 discount retailer operating 18,000+ stores in 47 states experiencing rapid expansion.

Challenge
Inefficient utility account transitions for new stores caused delays, unexpected shutoffs, and lost revenue due to missed utility openings and billing errors.

Solution
SIB's utility specialists (Cost Control Associates) implemented an automated Utility Account Open + Close Service to manage utility transitions, ensure accounts open correctly, and resolve billing issues.

Result
\$6.75 million in lost revenue avoided by preventing utility-related store closures and ensuring timely service transitions.

THE CHALLENGE

With approximately 1,000 new store openings per year, the client's rapid growth outpaced internal utility transition processes. Delays in transferring utility accounts after construction led to service shutoffs, store closures, perishable food loss, and unplanned payroll expenses — adversely affecting EBITDA.

This growing retailer went from being five months behind in transferring services into their name to now working ahead by 1.5 to 2 months. As a result, they no longer deal with disconnects and avoid costly shut downs and loss of perishable products.

THE APPROACH

SIB Energy partnered with the retailer to own the utility account open and close process end to end. The solution included ensuring each new store's utility account was properly established in the client's system, verifying correct first billing, assigning accurate store numbers, and identifying and rectifying legacy billing errors that internal teams couldn't resolve.

THE RESULTS



\$6.75M
in lost revenue avoided

- ✓ Eliminated frequent utility shut-offs and associated store closures
- ✓ Improved process efficiencies that keep new store openings on schedule

These outcomes demonstrate SIB's ability to prevent significant operational loss and protect revenue at scale.

SpendBrain™

WHERE TRADITIONAL AUDITS END, SPENDBRAIN BEGINS.

SpendBrain™, SIB's AI-powered financial intelligence platform, continuously analyzes expense categories, including property tax, utilities, and vendor payments.

By layering this technology over SIB's hands-on expertise, our clients gain a permanent safeguard against overspend, plus predictive visibility into future cost risk.

What this means for CFOs:

- ⚙️ Automated monitoring flags anomalies and valuation shifts in real time
- 📈 Predictive insights help finance leaders budget and forecast more accurately
- 📊 Portfolio-level intelligence connects tax savings to broader spend optimization strategies

THE CFO TAKEAWAY

With SpendBrain, organizations build a permanent spend advantage by transforming fragmented vendor and invoice data into cost intelligence that drives EBITDA.

Ready to see your hidden savings?

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