

Smarta Energy Resolves Complex Historic Billing Dispute for GH Burgers

Persistence, Precision, and Client-First Thinking Led to Energy Billing Victory



A Long-Standing Challenge with No Clear End in Sight

GH Burgers, a respected client in the food service industry, faced a persistent and financially damaging issue with its energy supplier, Engie Energy. Historical billing discrepancies had remained unresolved for a significant period, leading to significant operational disruption and financial strain.

Despite numerous attempts by GH Burgers to correct the issue through standard supplier channels, the case had stalled. The supplier offered no clear resolution and no progress. What GH Burgers needed was not just another intermediary; they needed a committed partner to cut through the red tape and bring clarity and closure to the issue.

That is where Smarta Energy stepped in.

Case Study

This case study will analyse how Smarta Energy worked with GH Burgers to address the challenges they previously faced. We will discuss the inaccurate billing and dead ends, along with what was missing and how

our expert team worked with GH Burgers to carry out actions that yielded positive, long-lasting results, including a forensic invoice audit, supplier escalation, persistent negotiation and clear client communication.

Years of Inaccurate Billing and Dead Ends

The Challenge

Inaccurate Billing

Energy billing disputes are one of the most common and most exhausting challenges for businesses. Inaccuracies go unchecked. Support teams offer generic responses, and companies are left footing the bill with no accountability in sight.

What this case proves is that real advocacy matters. That data, persistence, and people-first service can change the outcome and protect businesses from unfair treatment.

At Smarta Energy, we don't just "manage" energy. We champion our clients, challenging suppliers when needed, solving problems others can't, and backing up our promises with action.



GH Burgers' experience was far from unique, yet it was complex and costly. Their challenges included:

- Multi-year billing discrepancies involving the usage records, contract terms, and overcharging
- Lack of transparency and progress from the supplier's billing and dispute departments
- Repeated dead ends in resolving the issue, causing significant frustration
- Internal strain on the GH Burgers team, who had exhausted time and resources chasing answers



What was missing wasn't effort, it was expertise, strategy, and someone willing to take ownership.

"Smarta Energy's professionalism and persistence made the difference. They simply did the simple things brilliantly, something that others hadn't been able to do. They fought for us, kept us fully updated, and delivered a positive outcome when we thought the issue was impossible to resolve."

—
GH Burgers

Forensic, Focused, and Fearless

Smarta Energy's Approach

At Smarta Energy, we believe the role of an energy consultancy is not just to advise, but to advocate. Our approach combined technical precision with human-first service. We took full ownership of the problem and worked as an extension of GH Burgers' team to manage every step of the resolution process.



Forensic Invoice Audit

We conducted a thorough review of historic billing data, consumption records, and contracts. By comparing actual usage with billed amounts, we identified the dispute's root cause and gained clear, evidence-based insights.



Supplier Escalation

Our team engaged directly with multiple departments at Engie, from billing and dispute teams to senior management. By pushing the case up the chain, we ensured GH Burgers' situation received the attention and review it deserved.



Persistent Negotiation

Where others had accepted resistance, we challenged it. Smarta Energy fought persistently for financial compensation, demanding that the supplier acknowledge fault and correct it, not just for now, but for the future.



Clear Client Communication

Throughout, we maintained open and jargon-free communication with GH Burgers. Every step was explained. Every option was transparent. Every update was timely. This wasn't just about fixing numbers, it was about rebuilding trust in the energy process.

A Fully Resolved Dispute and Restored Confidence

The Outcome

Smarta Energy successfully closed the case with the following results



Key Results:

Billing accuracy has been fully restored:

Errors corrected, usage aligned with invoices

Compensation secured:

Financial restitution won from the supplier

Administrative burden lifted:

GH Burgers could return focus to its operations

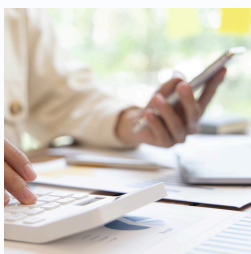
Trust rebuilt:

A frustrating chapter closed, with long-term stability secured

For GH Burgers, this wasn't just a billing win. It was a restoration of time, energy, and trust, resources that no business can afford to lose.

How this all-benefited GH Burgers

A Proven Process



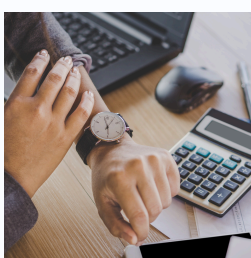
Resolved a long-standing Billing Dispute

The client had been struggling with this issue for a long time with no resolution. Smarta's intervention finally ended the ongoing stress, confusion, and wasted internal time spent trying to chase answers. This brought peace of mind and restored trust in their energy systems.



Clarity and Confidence in Energy Billing

Thanks to Smarta's forensic review and supplier escalation, GH Burgers now has accurate, compliant energy invoices. This reduces the risk of future disputes and makes their energy spend transparent and predictable, critical for any business managing tight margins.



Time and Resource Savings

By handling all the complex communication and negotiations with the supplier, Smarta saved GH Burgers valuable internal time. Their team no longer had to chase or escalate; they could focus on running their business.



Trusted Partnership for the Future

After this resolution, GH Burgers now has an energy consultancy they trust and can turn to for procurement, ongoing management, and support. It sets the foundation for a long-term strategic relationship, not just a one-off fix. This also relates to the previous benefit of saving time, as now GH Burgers do not have to waste time worrying about billing issues, or try to resolve it themselves, instead, our team of experts are on hand to help.

Looking Ahead: A Partner You Can Trust

Get In Touch

GH Burgers' experience is one we're proud to share, not because the issue should have happened, but because we resolved it in a way that reflects our values.

We listen before we act.

We fight for fairness.

We turn frustration into progress.

Whether you're dealing with historic billing issues, energy contract confusion, or navigating your Net Zero journey, Smarta Energy is here to help you take control and come out stronger.

BOOK A FREE CONSULTATION TODAY

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