



HTS
CONSULTING



Strategic Growth.
Operational Excellence.



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Who We Are & Why It Matters

HTS Consulting was built by operators with deep experience improving performance, reducing risk, and strengthening execution inside complex, high-volume environments.

Our background spans both public- and private-sector operations, including regulated industries where accuracy, accountability, and efficiency directly impact financial performance, customer trust, and organizational stability. Across these environments, we have consistently identified inefficiencies, corrected structural gaps, and implemented systems that improve outcomes at scale.

We focus on practical, results-driven work helping businesses understand where they are losing money, where operations are breaking down, and how to fix those issues sustainably.

Operational Experience That Drives Results

Our leadership experience includes:

- Improving operational performance across large, multi-layered teams
 - Designing and implementing systems that reduce errors, improve efficiency, and increase accountability
 - Strengthening quality assurance, compliance, and audit readiness in regulated environments
 - Leading process redesign, workflow standardization, and system implementation initiatives
 - Developing leaders and improving frontline execution to drive measurable performance gains
-

Specialized Insight in Utility and Billing Environments

A core differentiator of HTS Consulting is direct experience within utility and billing operations.

This includes:

- Understanding how billing systems, rate structures, and usage patterns impact cost
- Identifying common errors, inefficiencies, and missed opportunities in utility expenses
- Improving accuracy, reducing billing risk, and strengthening oversight processes
- Working within environments where compliance, documentation, and customer accountability are critical

This experience allows us to identify savings and operational improvements that are often overlooked.

Our Approach

We do not operate as traditional consultants.

We focus on:

- Identifying real problems quickly
- Delivering clear, actionable recommendations
- Prioritizing high-impact improvements
- Supporting execution when needed

Our goal is simple:

Help businesses improve performance, reduce unnecessary cost, and operate more effectively.

Where Businesses Are Losing Money (And Don't Realize It)

Hidden Cost Areas We Consistently Identify

1. Utility Overpayment and Billing Inefficiencies

- Incorrect rate classifications
- Unoptimized usage patterns
- Billing errors that go undetected
- Missed adjustments or credits
- Lack of visibility into cost drivers

2. Lack of Cost Visibility

- No structured review of recurring expenses
- Limited understanding of where money is actually being spent
- No system to identify waste or inefficiency

3. Operational Inefficiencies

- Processes that take longer than necessary
- Inconsistent execution across teams
- Rework, errors, and avoidable delays

4. Missed Opportunities for Immediate Savings

- No structured approach to identifying quick wins
- Focus on revenue growth without addressing cost leakage
- Delayed action on issues that could be corrected quickly

Immediate Savings

The Reality: Many businesses are overpaying for utilities, carrying unnecessary costs, and operating with inefficiencies they haven't fully identified. The impact is real, but often not clearly visible.

Why This Matters: These issues compound over time—costs increase, margins shrink, and inefficiencies become more difficult to correct. What appears to be a stable operation is often quietly underperforming.

The Opportunity: In many cases, meaningful savings and improvements can be identified quickly without disrupting the business.

Utility Review

A Simple Way to Identify Immediate Savings

Most businesses have never had their utility costs reviewed in a structured way. As a result, billing errors, inefficiencies, and missed savings opportunities often go undetected. The Utility Review is designed to quickly identify those opportunities and provide a clear path to reduce costs.

What We Do

We review your utility usage, billing structure, and cost patterns to identify:

- Potential overcharges or billing inconsistencies
- Rate or usage inefficiencies
- Opportunities to reduce ongoing costs
- Areas where adjustments or corrections may be possible

How It Works

The process is simple:

- You provide recent utility bills
 - We conduct a structured review and analysis
 - We present clear findings and next steps
- No disruption to your operations. No complex onboarding.

Engagement Options

We offer three levels of review based on depth and data access:

- **High-Level Review:** Review of 1–2 recent bills, along with a utility-provided Excel usage report (up to 24 months), to identify initial issues and opportunities.
- **In-Depth Analysis:** Multi-year review (3–5 years) using utility data and billing history to evaluate rate structures, usage patterns, and cost drivers.
- **Full Review + Ongoing Support:** Deep analysis followed by 6 months of monitoring and advisory support to ensure accuracy, validate corrections, and sustain savings.

Why Clients Start Here

The Utility Review is often the first step because it:

- Requires minimal time and effort
 - Identifies real, measurable opportunities
 - Creates immediate visibility into cost drivers
 - Delivers actionable insights quickly
 - In many cases, it uncovers savings that offset the cost of further engagement.
- In many cases, it uncovers savings that offset the cost of further engagement.



Cost

High-Level Review — \$500

In-Depth Analysis — \$1,500

Full Review + Ongoing Support — \$3,000

Contingency Model: **{No Upfront Cost}** We offer a performance-based option: no upfront cost, **10%** of verified savings. You pay nothing to start, we complete the review, identify savings opportunities, and only apply fees if savings are confirmed, ensuring our compensation is directly tied to results.

Why Richmond Utility Costs Deserve Closer Review

Richmond utility costs deserve closer review because the local environment has seen documented rate increases, billing concerns, and operational issues across water, wastewater, and gas systems. The city raised utility rates in 2024, has publicly addressed high-bill concerns tied to estimated readings, and has faced audit and regulatory findings related to billing, maintenance, and operational controls. For commercial customers, that makes a utility review a practical way to confirm billing accuracy, identify inefficiencies, and reduce avoidable cost exposure.

Recent Headlines

“Audit finds issues in DPU billing, collections, and account management”

Source: City of Richmond Auditor’s Office (DPU Billing & Collections Audit Report)

“State report identifies operational and infrastructure concerns in Richmond water system”

Source: Virginia Department of Health / VPM News Reporting

“Richmond DPU cited for compliance and maintenance-related violations”

Source: WTVR CBS 6 News (Local Reporting on Utility Violations)

“Audit shows Richmond is overcharging thousands on utility bills”

Source: WTVR CBS 6

“Richmond man wants solution to \$8,000+ water bill after months of calls”

Source: WTVR CBS 6

“Is your water bill accurate? City says 71% of meters are outdated”

Source: WTVR CBS 6

Why Commercial Accounts Should Pay Attention

Recent Richmond reporting has raised questions around billing accuracy, estimated readings, meter reliability, and broader utility operations. For commercial customers, these issues matter because even small inaccuracies or delays can compound into unnecessary operating expense, disputed balances, or missed opportunities to control cost.



HIGHER BILLS. BIGGER PROBLEMS.
RICHMOND BUSINESSES ARE FEELING THE IMPACT.

- ESTIMATED READINGS**
Bills based on guesses, not actual usage.
- BILLING & COLLECTION ISSUES**
Audits found errors, weak processes, and thousands being overcharged.
- RATES ARE GOING UP**
Recent increases add more pressure to already high bills.
- OPERATIONAL & INFRASTRUCTURE CONCERNS**
State reports and news coverage highlight maintenance, compliance, and reliability issues.
- OUTDATED METERS**
71% of meters are outdated, increasing the risk of inaccurate bills.

UTILITY BILL

PREVIOUS BALANCE	\$2,436.11
CURRENT CHARGES	\$3,557.26
ESTIMATED USAGE	
TOTAL DUE	\$5,993.37

PAST DUE

We've Called Multiple Times... Still No Solution!

OVERCHARGED?

THE RISK IS REAL. THE IMPACT IS COSTLY.
DON'T PAY FOR SOMEONE ELSE'S PROBLEMS.

GET CLARITY. PROTECT YOUR BOTTOM LINE.
START WITH A UTILITY REVIEW.



Additional Consulting Services

For clients looking to go beyond utility cost savings, HTS Consulting offers structured support to improve overall business performance.

1. Business Diagnostic — \$300

A focused, high-level assessment designed to quickly identify key operational, financial, and structural issues.

- On-site or virtual review
- Owner discussion and business walkthrough
- Identification of gaps, risks, and opportunities

Outcome: Clear summary of issues and recommended next steps

2. Business Improvement Plan — \$1,500

A deeper analysis that translates findings into a structured action plan.

- Review of operations, pricing, and workflows
- Identification of inefficiencies and cost drivers
- Strategy session to align on priorities

Outcome: 3–5 page plan with actionable recommendations

3. 90-Day Business Support — \$5,000

Hands-on advisory support focused on execution and results.

- Ongoing advisory sessions
- Implementation guidance
- Progress tracking and accountability

Outcome: Improved execution, performance, and measurable results

4. Custom Advisory Services

For clients with broader or more complex needs, HTS Consulting offers fully customized advisory support. There is no fixed pricing for these engagements. Each scope is tailored based on the level of support, complexity, and desired outcomes.

This includes:

- Starting a new business
- Expanding or scaling operations
- Purchasing or evaluating a business
- Preparing for sale or transition
- Operational restructuring and optimization



Grow With HTS Consulting

Most engagements begin with a single objective: reducing cost, identifying inefficiencies, or solving a specific issue. But the strongest outcomes come from building a clear path forward. HTS Consulting is designed to support businesses beyond a single engagement. What starts as a focused review can evolve into broader operational improvement, structured planning, and long-term growth support.

Our approach is flexible and built around your needs. Whether you are addressing an immediate concern or preparing for expansion, the level of support adjusts as your business evolves, without forcing a fixed model. Many clients begin with a Utility Review, then expand into additional services as results are realized and opportunities become clear.

The Objective Is Simple

Improve performance.

Reduce unnecessary cost.

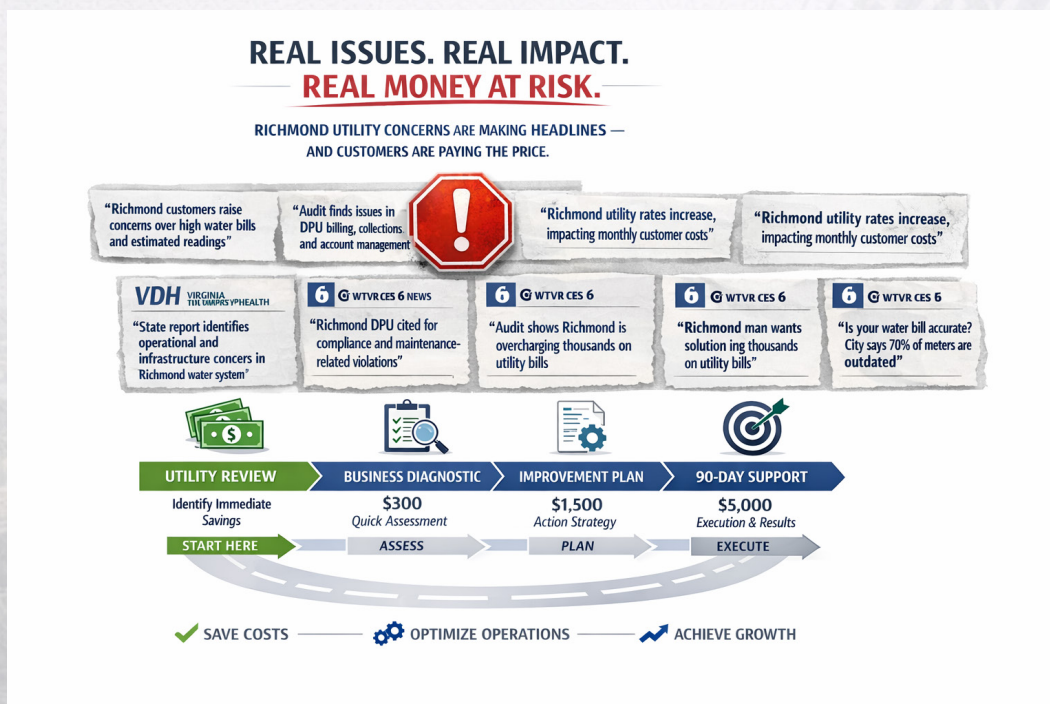
Build a stronger, more efficient business.

Take the First Step

Start with clarity.

Expand as needed.

Grow with confidence.





Proven Results

HTS Consulting is built on real execution across high-volume, regulated environments where accuracy, cost control, and performance directly impact financial outcomes.

Our work has delivered measurable results, including:

- 50%+ reduction in billing errors through structured quality and control improvements
- \$200K+ in annualized savings from improved billing accuracy and error reduction
- \$500K+ in operational efficiency gains through process and system improvements
- \$50k+ in recovered revenue through targeted account review and audit programs
- Significant reductions in resolution time, error rates, and operational delays

These results come from disciplined analysis, structured implementation, and a focus on aligning systems, processes, and execution at scale.

What We Need to Get Started

Getting started is simple and requires minimal time. To begin a Utility Review, we typically need:

- Recent utility bills
- Utility usage data (Excel report, if available)
- Basic business information

Once received, we begin the review and provide clear findings and next steps.



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