



An Assisted Living Retirement Community

March 5, 2020

NASC
500 Purdy Hill Rd
Monroe, CT 06468

I write this testimonial with the intention of helping my peers in the Assisted Living sector by emphasizing how NASC helped our community in CT.

In early 2019, I took a new position as the Executive Director of *The Saybrook at Haddam*, a f Independent & Assisted Living facility located in central Connecticut. I met a representative from NASC at an event for the *Connecticut Assisted Living Association (CALA)*, an organization to which we both belong. Shortly after my taking the new position here, he shared with me how NASC identified and secured refunds on our behalf totaling almost \$30,000 from years of accidental overcharges due to very common bill coding errors with the electric & gas companies we utilize. That was surprising to learn, but it took place before I came here so it was more of a curiosity. What most interested me, however, was when he explained how NASC then worked with the utility companies to correct those errors that led to the refunds which resulted in reducing our costs for gas & electricity by over \$10,000 annually going forward from now on! That is an outcome that I am now enjoying from a budgetary/profit perspective in my leadership role. Had the process with NASC (which I've since learned is a very easy one to engage in requiring little effort or time) not been undertaken under the previous administration, I would have inherited those extra costs and never have known that there were coding errors resulting in overcharges since the delivery charges on utility bills are virtually incomprehensible.

When the representative told me he was unable to procure a testimonial from us before the previous Executive Director left his position, I agreed to provide this in the hope that my industry peers will have this simple analysis done to ensure they aren't leaving money on the table and overpaying for a fairly large budgetary item, money that can be used to support residents in other ways.

I recommend that anyone in the Assisted Living, Rehabilitation, or Nursing Home industries look into this free and simple 'gut check'. The investment of literally minutes may have a very powerful ROI for you, and/or provide 'peace of mind' that these common errors aren't resulting in higher costs.

Sincerely,

A handwritten signature in black ink, appearing to read "Perry Phillips".

Perry Phillips,
Executive Director