

Billing 101: Crack the Code on Customer Bills!

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Welcome to Good Egg Energy, where we're not just *egg*scellent at providing power—we're also transparent about how we charge for it! This guide will help you understand our billing process from shell to finish.

What's Inside Every Bill? ☒

Think of our bills like a perfectly prepared breakfast—every ingredient matters:

1. Account Information

- Customer name and service address
- Account number
- Billing period dates

2. Usage Charges

This is where the energy consumption shows up. We measure electricity in kilowatt-hours (kWh)—basically, how much power your customer used to keep their lights on, their coffee brewing, and their life humming along.

Rate Structure:

- Base rate: \$0.12/kWh (our sunny-side up rate!)
- Peak hours (2-7 PM weekdays): \$0.18/kWh (when everyone's home and cooking)
- Off-peak: \$0.09/kWh (the early bird special)

3. Service Charges (The Toast on the Side)

- Basic service fee: \$12.00/month (covers meter reading, account maintenance, and keeping the lights on... metaphorically speaking)
- Delivery charge: \$0.04/kWh (getting power from point A to point B isn't free, unfortunately)

4. Taxes & Fees (The Unavoidable Garnish)

Local, state, and federal taxes vary by location. Nobody likes them, but they're part of the recipe.

Reading Meter Data: Don't Scramble!

Our smart meters send us data automatically, but here's what you need to know:

- **Current reading** - Where the meter is today
- **Previous reading** - Where it was last month
- **Usage** = Current - Previous (simple math, nothing to get fried about)

If a customer questions their usage, check for:

- Seasonal changes (hello, summer AC!)
 - New appliances or electric vehicles
 - Guests staying over (extra people = extra power)
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Billing Cycles: Timing is Everything

We bill on a monthly cycle, approximately 30 days. Bills are generated on the **cycle date** (different for each customer) and are due **21 days later**.

Key dates on every bill:

- Cycle start date
- Cycle end date
- Bill generation date
- Due date (mark your calendars, folks!)

📌 **Pro tip:** If a customer calls asking "when is my bill due?"—check the due date on their current bill. We know, it sounds *eggstremely* obvious, but you'd be surprised!

Payment Methods: How Customers Can Pay

We make it *eggstra* easy to pay:

1. **Auto-pay** (set it and forget it—the over-easy option)
 2. **Online portal** (quick, secure, and available 24/7)
 3. **Phone payment** (we accept payments through our automated system)
 4. **Mail** (check or money order—old school but still valid!)
 5. **In-person** (at authorized payment locations)
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Common Billing Questions (Crack These Cases!)

"Why is my bill so high this month?"

First, don't let customers *shell*shock you with their frustration. Stay calm and:

- Compare current usage to previous months
- Ask about weather changes, new appliances, or guests
- Check if they've recently switched rate plans
- Look for estimated vs. actual meter reads

"I think my meter is broken!"

Before dispatching a tech (which costs us money and time):

- Review their usage patterns over 3-6 months
- Check for any anomalies in the meter reading notes
- Ask about lifestyle changes
- Remind them that estimated reads can throw things off

If something looks genuinely *off*, submit a meter test request.

"Can I get on a payment plan?"

Yes! We offer flexible payment arrangements for customers who need them:

- Down payment: typically 25% of past due balance
- Remaining balance: spread over 3-6 months
- Customer must keep current with new bills

Late Payments & Disconnections (The Hard-Boiled Truth)

We really don't want to disconnect anyone, but we do have policies:

Late Payment Timeline:

- **Day 22** (1 day past due): Account marked late
- **Day 35**: Late fee applied (\$5.00)
- **Day 45**: Disconnection notice mailed
- **Day 60**: Disconnection scheduled (if payment not received)

Important: Always check for medical certifications, payment arrangements, or pending assistance programs before any disconnection action.

Bill Adjustments: When Mistakes Happen

Nobody's perfect—not even us eggs! If you need to adjust a bill:

1. **Document the reason** (wrong rate applied, meter misread, system error, etc.)
2. **Get supervisor approval** for adjustments over \$50
3. **Create a case** in our system with full details
4. **Notify the customer** of the adjustment within 24 hours

Common adjustments:

- Estimated to actual read corrections
 - Rate corrections
 - Duplicate billing reversals
 - Good faith credits (case by case)
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Resources & Support

When you need help, don't flounder:

- **Billing team hotline:** Ext. 2222
 - **Supervisor escalation:** Use the "Billing Issue" queue
 - **Knowledge base:** Full billing documentation in Owl Academy
 - **Daily huddle:** 9 AM team sync—bring your questions!
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Final Thoughts: You've Got This! ☒

Billing might seem intimidating at first, but you'll be *over easy* with it in no time. Remember:

- **Be patient** with customers—bills can be confusing
- **Ask questions** when you're unsure (we're a team!)
- **Stay positive**—even when someone's steamed
- **You're helping people** understand and manage their energy costs

Now get out there and help our customers! And remember: at Good Egg Energy, we're always *sunny side up!* *

Questions about this guide? Reach out to the Training Team at training@goodeggenergy.com

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