

# Statements: A Component Breakdown

Last Modified on 06/04/2026 1:13 pm EDT

## Bill Overview: The Top Section

### Account Summary Box

This is the first thing customers see, and often the only thing they look at!

#### What's included:

- **Account number:** The unique 10-digit identifier for this service location
- **Statement date:** When this bill was generated
- **Due date:** When payment must be received to avoid late fees
- **Amount due:** Total charges for this billing period
- **Past due amount:** Any unpaid balance from previous bills (if applicable)
- **Total amount due:** Current charges + past due balance

**Agent tip:** If a customer only asks "how much do I owe," make sure to give them the **total amount due**, not just the current charges. Missing that past due amount causes confusion and partial payments.

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## Account & Service Information

### Service Address

The physical location where we're providing electricity. This might be different from the billing/mailling address.

#### Why it matters:

- Confirms we're talking about the right account
- Helps identify the property if there are service issues
- Used for rate structure determination (some rates vary by location)

### Billing Address

Where we mail the paper statement. Many customers have this sent to a different address (like a property management company or their home office).

### Contact Information

The phone number and email we have on file. If customers need to update this, it's a quick account maintenance task.

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# Billing Period Details

## Meter Reading Information

**Number of days in billing cycle:** Usually 28-32 days (we aim for monthly, but exact days vary)

**Previous read:** The meter reading from last month's bill

**Current read:** The most recent meter reading

**Read type:** How we obtained the reading

- **Actual:** Our meter reader or smart meter captured the real number (most common)
- **Estimated:** We calculated usage based on history because we couldn't access the meter
- **Customer:** The customer provided the reading themselves

**Usage:** The difference between current and previous reads, measured in kWh

**Important note:** Estimated bills happen occasionally due to weather, access issues, or meter reading schedule adjustments. They'll be corrected on the next actual read, which can make the following bill look unusually high or low.

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# Usage Charges: The Core of the Bill

This section shows what the customer is actually paying for their electricity consumption.

## Energy Charges

**kWh used x Rate = Energy charge**

Our rate structure:

- **Standard rate:** \$0.12/kWh (applies to most usage)
- **Peak rate:** \$0.18/kWh (weekdays 2-7 PM)
- **Off-peak rate:** \$0.09/kWh (nights and weekends)

If a customer is on time-of-use billing, you'll see these rates broken out separately with usage amounts for each time period.

**Example calculation:**

Standard usage: 550 kWh x \$0.12 = \$66.00

Peak usage: 150 kWh x \$0.18 = \$27.00

Off-peak usage: 200 kWh x \$0.09 = \$18.00

Total energy charges: \$111.00

## Customer Service Charge

**Fixed fee:** \$12.00/month

This covers the cost of maintaining your account, meter reading, customer service, and billing. Every customer pays this regardless of usage—even if you use zero kWh in a month.

**Common customer question:** "Why do I have a bill if I wasn't even there?"

**Answer:** The service charge covers maintaining the connection and infrastructure so power is ready whenever you need it.

## Delivery Charges

**Rate:** \$0.04/kWh

This covers the cost of delivering electricity from the power plant through transmission lines, substations, and distribution lines to the customer's home or business.

Think of it this way: the energy charge is the "cost of the product" and the delivery charge is the "shipping fee."

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## Additional Charges & Credits

### Late Payment Fee

**\$5.00** - Applied if the previous balance wasn't paid by the due date

### Reconnection Fee

**\$45.00** - Charged if service was disconnected for non-payment and is being restored

### Returned Payment Fee

**\$25.00** - Applied if a payment is returned by the bank (NSF check or rejected ACH)

## Credits

You might see various credits applied:

- **Bill adjustment credits:** Corrections for billing errors
  - **Loyalty credits:** Promotional or retention credits
  - **Paperless billing credit:** \$2.00/month for customers who opt out of paper bills
  - **Payment arrangement credit:** Sometimes applied when setting up payment plans
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## Taxes & Regulatory Charges

This section varies by location but typically includes:

### State & Local Taxes

- State sales tax (where applicable)
- Municipal utility tax
- County energy tax

**Tax rate example:** If the local combined rate is 8%, and total charges before tax are \$150, the tax would be \$12.00

## Regulatory Fees

- **Public Benefit Fund:** Supports energy efficiency and low-income assistance programs
- **Renewable Energy Surcharge:** Funds investment in renewable energy sources
- **Franchise Fee:** Fee we pay to operate in certain municipalities (passed to customers)

**Customer complaint:** "These fees are ridiculous!"

**Response:** These are mandated by state and local government, not set by Good Egg Energy. We're required to collect and remit them, and they appear as separate line items for transparency.

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## Usage History & Comparison

### 13-Month Usage Chart

Visual representation showing kWh usage for the past 13 months. Helps customers see seasonal patterns.

**What to look for:**

- Summer spikes (air conditioning)
- Winter peaks (heating, if electric)
- Consistent baseline usage
- Unusual jumps that might indicate a problem

### Average Daily Usage

Shows the average kWh used per day during this billing period, compared to the same period last year.

**Example:**

Current period: 28.5 kWh/day average  
Same period last year: 23.2 kWh/day average  
Difference: +5.3 kWh/day (23% increase)

This is helpful when customers question high bills. You can compare their actual usage patterns, not just total bills (which can vary due to number of days in the cycle).

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## Messages & Notices

This section contains important communications:

### Standard Messages

- Payment due date reminders
- Paperless billing enrollment info
- Energy efficiency tips
- Peak usage alerts

# Account-Specific Notices

- Disconnection warnings
- Rate change notifications
- Meter test results
- Service appointment confirmations
- Payment arrangement details

**Agent note:** Always scroll to the bottom of the bill to check for these messages. They often explain why a customer is calling (e.g., "I got a disconnection notice" - and sure enough, it's printed on their bill).

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# Payment Stub (Bottom Portion)

The detachable section customers return with mailed payments.

**Includes:**

- Account number
- Amount due
- Due date
- Return address

**Agent tip:** If a customer is mailing a payment, remind them to:

1. Include the payment stub
  2. Write their account number on the check
  3. Mail it at least 5-7 business days before the due date (postal delays happen!)
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# How to Explain Bills to Confused Customers

When someone calls saying "I don't understand my bill," follow this approach:

## Step 1: Ask What They're Questioning

Don't assume! They might be confused about:

- The total amount
- A specific charge
- Why it's higher than usual
- Taxes and fees
- A notice or message

## Step 2: Start with the Basics

"Let me walk you through your bill. You used [X] kWh during this billing period, which is the amount of electricity you consumed. Based on our current rates, that usage costs [Y]. Then we add the monthly service charge of \$12, delivery charges, and applicable taxes, which brings your total to [Z]."

## Step 3: Address Specific Concerns

Use the information in this guide to explain each component they're asking about.

## Step 4: Compare to Previous Bills

If they think it's too high, pull up 2-3 previous bills and compare:

- Number of billing days
- kWh usage
- Weather/season
- Rate changes

## Step 5: Offer Solutions

If the bill is legitimately high or they're struggling to pay:

- Explain payment arrangement options
- Mention energy assistance programs
- Suggest budget billing (if available)
- Provide energy-saving tips

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## Common Scenarios

### "This is way higher than last month!"

Check:

1. More days in this billing cycle?
2. Higher usage due to weather?
3. Was last month estimated, this month actual?
4. Any added fees (late fee, returned payment)?
5. Rate change or tax increase?

### "What's this delivery charge? That seems like double-charging!"

Explanation: "The energy charge is for the electricity you consumed—think of it like the product cost. The delivery charge covers getting that electricity from the power plant to your home through our grid infrastructure. It's like buying something online: there's the product price and then the shipping cost."

### "I wasn't even home, why is my bill so high?"

Remember:

- Service charge applies regardless of usage

- Many appliances use power even when you're away (refrigerator, water heater, HVAC, phantom loads)
- Someone else might have been there (family member, house sitter, tenant)
- Review their actual kWh usage—are they really using a lot, or are they just surprised by baseline charges?

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# Quick Reference: Bill Math

## Basic bill calculation:

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Energy charges (kWh x rate)
+ Service charge ($12)
+ Delivery charges (kWh x $0.04)
+ Any additional fees
= Subtotal
+ Taxes (Subtotal x local tax rate)
= Total current charges
+ Past due balance (if any)
= TOTAL AMOUNT DUE
```

Always walk through this step-by-step when needed. Customers appreciate transparency.

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# Resources

- **Sample bill with annotations:** Available in the agent portal
- **Billing calculator:** Use to verify calculations
- **Supervisor escalation:** For billing disputes over \$100
- **Customer assistance programs:** List available in knowledge base

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*Remember: Most customers just want to understand what they're paying for. Take the time to explain clearly, and you'll turn a confused caller into a satisfied customer.*

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**Last updated:** December 2064

**Version:** 1.0

**Questions?** Contact the Billing Team at [billing-support@goodeggenenergy.com](mailto:billing-support@goodeggenenergy.com)

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