

Paper Billing: Everything Agents Need to Know.

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What is Paper Billing?

Paper billing means the customer receives a physical copy of their monthly statement via USPS mail. The bill is printed, inserted into an envelope, and mailed to the customer's billing address on file. Change change.

Current Options at Good Egg Energy

Customers can choose between:

1. **Paper billing** - Physical statement mailed monthly
2. **Paperless billing** - Email notification with link to view/download bill online
3. **Both** - Email notification AND paper statement (default for new customers)

Paper Billing Details

Timing & Delivery

Bill generation: Bills are generated on the customer's cycle date (varies by customer)

Mailing schedule:

- Bills are printed and mailed within 24-48 hours of generation
- USPS delivery typically takes 3-5 business days
- Customers should receive bills 5-10 days before the due date

Example timeline:

Bill cycle ends: January 15
Bill generated: January 16
Bill mailed: January 17
Customer receives: January 20-22 (estimated)
Payment due: February 6

What's Included in the Mailing

- Full billing statement (2-3 pages typically)
- Payment stub with return envelope
- Any required notices or inserts (rate changes, disconnection warnings, etc.)
- Promotional materials (seasonal energy-saving tips, program announcements)

Mailing Address

Bills are sent to the **billing address** on the account, which may differ from the **service address**.

Important distinction:

- **Service address:** Where we provide electricity
- **Billing address:** Where we mail the statement

Always verify which address the customer is asking about when they request changes.

Paperless Billing vs. Paper Billing

Paperless Billing Benefits

For customers:

- Faster delivery (email sent immediately when bill is ready)
- Access bills anywhere, anytime via online portal
- Reduced risk of mail theft or loss
- Environmental benefits
- \$2.00/month credit on their bill

For Good Egg Energy:

- Reduced printing and mailing costs
- Faster payment processing (customers see bills sooner)
- Lower environmental impact
- Fewer "I didn't receive my bill" calls

When Paper Billing Makes Sense

Some customers prefer or need paper bills:

- No reliable internet access
- Prefer physical records for their files
- Vision impairments that make screen reading difficult
- Property managers handling multiple accounts
- Businesses requiring paper for accounting processes
- Elderly customers uncomfortable with technology

Agent approach: We encourage paperless, but never pressure customers who prefer paper. It's their choice.

How to Enroll Customers in Paper Billing

If a customer wants to START receiving paper bills:

Step-by-Step Process

1. Verify account information

- Confirm you have the correct account
- Get the customer's name and account number

2. Confirm or update billing address

- Ask: "What address should we mail your statements to?"
- Read it back to confirm accuracy
- Include apartment numbers, suite numbers, etc.

3. Update billing preference in system

- Navigate to Account Settings > Billing Preferences
- Select "Paper billing" or "Email + Paper"
- Save changes

4. Set customer expectations

- "Your paper billing is now active. You'll receive your next bill at [address] approximately [X] days before it's due."
- "You can still view your bills online anytime at our customer portal."

5. Document the request

- Add note: "Customer requested paper billing enrollment. Updated to [paper/both]. Confirmed mailing address: [address]."

Timeline Expectations

- Changes take effect immediately in the system
- Next generated bill will be mailed to the updated address
- If the bill has already generated for this cycle, explain they may receive this one electronically and paper will start next month

How to Unenroll from Paper Billing (Switch to Paperless)

If a customer wants to STOP receiving paper bills:

Step-by-Step Process

1. Explain the paperless benefit

- "When you switch to paperless, you'll receive a \$2 monthly credit on your bill, and you'll get email notifications as soon as your bill is ready."

2. Verify email address

- Ask: "What email address should we use for your billing notifications?"
- Confirm spelling (especially unusual domains)

3. Update billing preference in system

- Navigate to Account Settings > Billing Preferences
- Select "Paperless billing"
- Enter/confirm email address
- Save changes

4. Set expectations about timing

- "Your paper bills will stop with the next billing cycle. You may receive one more paper bill if this month's has already been mailed."
- "You'll start receiving email notifications when your next bill is ready."

5. Show them how to access online bills

- "You can view and download all your bills anytime by logging into your account at goodeggenenergy.com/account."
- Offer to help them set up online account access if needed

6. Document the change

- Add note: "Customer enrolled in paperless billing. Email updated to [email]. Confirmed \$2/month credit will apply."

Common Objection: "But I like having paper records"

Response: "I completely understand! The good news is you can still download and print your bills from our online portal anytime you want them for your records. You have complete access to all your billing history, and you'll save \$2 per month by going paperless."

Troubleshooting: Customer Didn't Receive Paper Bill

This is one of the most common calls. Here's how to handle it:

Investigation Steps

Step 1: Check billing preference

- Is the account set to paper billing?
- If it's paperless only, explain they won't receive paper bills

Step 2: Verify billing address

- Read the address on file
- Is it correct and complete?
- Common issues: Missing apartment numbers, old address, typo

Step 3: Check bill generation date

- When was this bill generated?
- Has enough time passed for mail delivery? (Allow 5-10 days)

Step 4: Check for delivery issues

- Has the customer recently moved?
- Any USPS delivery problems in their area?
- Building access issues (locked mailroom, new building)?

Step 5: Review account notes

- Any previous non-delivery reports?
- Pattern of issues?

Resolution Options

If bill was just generated (less than 5 days ago): "Your bill was generated on [date], so it should arrive within the next few days. USPS typically takes 3-5 business days."

If address is wrong: "I see the issue—we have [incorrect address] on file. Let me update that to [correct address] right now. Your future bills will go there. In the meantime, I can email you a copy of your current bill, or you can view it online."

If bill is legitimately late/lost: "It looks like your bill should have arrived by now. Let me email you a copy right away, and I'll also note your account to monitor the next mailing. If it happens again, we can look at switching you to paperless to avoid this issue."

If it's a pattern: "I see this has happened before. Would you like to consider switching to paperless billing? You'd get your bills instantly by email, plus a \$2 monthly credit. You can always print them if you need paper copies."

Special Situations

Customer is Moving

If they're staying with Good Egg Energy:

1. Update service address for new location
2. Update billing address if different
3. Confirm paper billing preference for new location
4. Final bill for old address will mail to new billing address

If they're leaving our service area:

1. Process service disconnection
2. Get forwarding address for final bill
3. Explain final bill timing (usually 2-3 weeks after disconnect)

Mail Theft Concerns

Some customers worry about identity theft or mail theft.

Response: "I understand your concern. We do recommend paperless billing for security—you'll get immediate notification when your bill is ready, and there's no risk of mail theft. Plus you'll save \$2 per month. Would you like me to set that up?"

If they insist on paper: Document the preference and note security was discussed.

Property Manager Accounts

Property managers often handle multiple accounts and need paper bills for all of them.

What to know:

- They may want all bills sent to ONE address (their office)
- Update billing address, not service address
- Confirm they want paper for ALL accounts they manage
- Consider suggesting online portal access for easier management

Seasonal/Vacation Properties

Customers with vacation homes may want bills sent elsewhere when they're not there.

Options:

1. Set billing address to their primary residence
 2. Switch to paperless so they can access anywhere
 3. Update billing address seasonally (not recommended—too much room for error)
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Billing Address Changes

How to Update a Billing Address

1. **Verify customer identity** (security check)
2. **Confirm which address they're changing**
 - "Just to confirm, you want to change where we MAIL your bill, correct? Your service address where we provide electricity will stay the same?"
3. **Get the new address**
 - Full street address
 - Apartment/suite number if applicable
 - City, state, ZIP code
4. **Read it back for accuracy**
5. **Update in system**
 - Account Settings > Billing Address
 - Enter new address
 - Save changes
6. **Set expectations**
 - "Your billing address is updated. Bills will now be mailed to [new address] starting with your next bill on [approximate date]."
7. **Document the change**
 - Add note: "Billing address updated per customer request. New address: [address]. Service address unchanged."

Important Notes

- Billing address changes take effect immediately
 - If a bill has already been mailed for this cycle, it's going to the old address—explain this
 - Always confirm whether they're moving entirely or just updating where bills go
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System Notes & Documentation

Document every paper billing interaction:

Good documentation examples:

- "Customer enrolled in paper billing. Bills will be mailed to 123 Main St, Apt 4B, Springfield, IL 62701."
- "Customer unenrolled from paper billing and switched to paperless. Email updated to john.smith@email.com. \$2/month credit will begin next billing cycle."
- "Customer reports not receiving paper bill generated 12/5. Current bill emailed to customer. Noted account to monitor next mailing."
- "Billing address updated from [old] to [new] per customer request. Service address unchanged."

Poor documentation examples:

- "Changed to paper" (Missing details)
- "Customer called about bill" (Too vague)
- "Updated address" (Which address? Old and new?)

Quick Reference: Paper Billing FAQs

Q: Is there a fee for paper billing?

A: No fee, but customers who switch to paperless receive a \$2/month credit.

Q: How long until I receive my first paper bill?

A: Paper billing starts with your next bill generation. Allow 5-10 days for mail delivery.

Q: Can I get both paper and email?

A: Yes, but the \$2 paperless credit only applies if you opt out of paper completely.

Q: What if I never received my bill?

A: We can email you a copy immediately and help troubleshoot the delivery issue.

Q: Can I switch back and forth?

A: Yes, you can change your billing preference anytime. Changes take effect with the next billing cycle.

Q: Will I still get disconnection notices if I'm on paperless?

A: Yes, important notices are always mailed regardless of billing preference (required by law).

When to Escalate

Escalate to a supervisor if:

- Customer reports multiple consecutive missing bills (3+)
 - Customer is hostile about paper billing fees (we don't charge, but if they're very upset)
 - There's evidence of mail theft or fraud
 - Customer demands immediate paper delivery (we can't expedite USPS)
 - Billing address can't be updated in system (technical issue)
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Pro Tips for Agents

1. **Always verify addresses carefully** - A single wrong digit in a ZIP code can cause major delays
2. **Don't promise exact delivery dates** - USPS timing varies. Say "typically 3-5 business days" not "you'll get it Thursday"
3. **Offer paperless proactively** - When customers call about missing bills, it's the perfect time to suggest going paperless
4. **Check the account notes** - Previous address issues or billing preferences tell you a lot
5. **Be patient with elderly customers** - They may prefer paper for good reasons and need extra help understanding their options
6. **Suggest online portal access** - Even paper billing customers benefit from being able to check their account online

Environmental Impact (When Selling Paperless)

If a customer is eco-conscious, these facts might help:

- Each paper bill uses approximately 3 sheets of paper
- Includes envelope, insert materials
- Over 1 year, one customer saves approximately 36 sheets of paper
- Plus reduced carbon emissions from USPS delivery

"Making the switch to paperless is a simple way to reduce your environmental impact—and you'll save money with the \$2 monthly credit!"

Remember: Paper billing is a service we provide, not a problem to solve. Many customers have legitimate reasons for preferring paper. Our job is to help them receive their bills reliably, whatever their preference.

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Questions? Contact the Billing Team at billing-support@goodeggenenergy.com
