

What is a Billing Dispute?

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A billing dispute occurs when a customer formally challenges the accuracy or validity of charges on their bill. This is different from a general complaint or question about a bill.

Dispute vs. Question

Question: "Why is my bill higher this month?"

→ This is an inquiry. Investigate and explain.

Dispute: "This bill is wrong. I was not here and could not have used this much electricity. I'm disputing these charges."

→ This is a formal dispute. Follow dispute procedures.

Key distinction: Disputes involve a customer claiming charges are *incorrect* and requesting an adjustment or credit.
