

Types of Billing Disputes

Last Modified on 12/23/2025 9:02 am EST

1. Usage Disputes

Customer claims the amount of electricity shown is incorrect.

Common claims:

- "I wasn't home, there's no way I used this much"
- "My usage doubled for no reason"
- "The meter must be broken"
- "My neighbor's bill is way lower and we have the same house"

2. Rate/Pricing Disputes

Customer challenges the rates or charges applied.

Common claims:

- "You charged me the wrong rate"
- "These fees weren't on my last bill"
- "I should be on the discount rate"
- "This tax amount doesn't look right"

3. Billing Error Disputes

Customer identifies a clear mistake in billing.

Common claims:

- "You billed me twice this month"
- "This shows I used electricity at an address I moved out of"
- "I returned equipment but was still charged a rental fee"
- "My payment didn't apply to my account"

4. Service Disputes

Customer disputes charges related to service issues.

Common claims:

- "I had a power outage for 3 days, why am I charged full price?"

- "I had a power outage for 3 days, why am I charged full price?"
- "You charged me a reconnection fee but I never requested disconnection"
- "I shouldn't be charged for the days I had no power"

5. Meter Disputes

Customer believes the meter is malfunctioning.

Common claims:

- "The meter is running too fast"
 - "I think someone else's usage is on my meter"
 - "The meter reader got the wrong number"
 - "My smart meter is faulty"
-