

# Resolution Options

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## 1. Confirmed Billing Error - Issue Credit

When investigation confirms an error:

### Immediate actions:

- Calculate correct charges
- Determine credit amount
- Apply adjustment to account
- Update billing for future accuracy

**Customer communication:** "I've completed my investigation and I found that [explain error]. You are absolutely right - this was incorrect. I'm applying a credit of \$[amount] to your account right now. This will appear on your next bill, and your corrected balance is now \$[amount]. I apologize for the error."

**Documentation:** "Investigation confirmed billing error: [specific error]. Customer's dispute is valid. Applied adjustment of -\$[amount]. Corrected balance: \$[amount]. Customer notified and satisfied with resolution."

## 2. Billing is Correct - Explain Thoroughly

When investigation shows billing is accurate:

**Approach with empathy:** "I've completed a thorough review of your account, and I want to walk you through what I found. The charges are calculating correctly based on your actual usage, but I understand why it looked unusual to you. Here's what happened..."

### Provide detailed explanation:

- Show month-by-month comparison
- Explain contributing factors
- Use specific numbers and dates
- Offer usage breakdown if available

**Example explanation:** "Your bill shows 1,200 kWh for November, which is higher than your October bill of 850 kWh. However, November had 32 billing days versus October's 28 days, and November was significantly colder- we had 10 days below freezing. When I look at your daily average, you used 37.5 kWh per day, compared to 30 kWh in October. That 7.5 kWh difference is consistent with increased heating during colder weather. In fact, your November usage is almost identical to last November when you used 1,185 kWh."

**Offer solutions:** Even if billing is correct, help the customer:

- Energy efficiency tips

- Payment arrangement if they're struggling
- Budget billing for more predictable payments
- Alert them to check for energy waste (running appliances, poor insulation)

**Documentation:**"Investigation completed. Billing is accurate. Usage of 1,200 kWh verified through actual meter read. Increase explained by: 4 additional billing days + colder weather (avg temp 15°F lower than previous month) + consistent with seasonal patterns. Provided detailed explanation to customer. Customer accepted explanation. Offered energy efficiency tips and payment arrangement. No adjustment warranted."

### 3. Partial Adjustment - Good Faith Credit

Sometimes the billing is technically correct, but circumstances warrant a goodwill gesture:

**Situations that may warrant good faith credit:**

- First-time high bill shock
- Customer experienced hardship (job loss, medical emergency)
- Service quality issues (frequent outages, poor communication)
- Customer loyalty (long-term, excellent payment history)
- Dispute over a small amount that's not worth the relationship damage

**Typical amounts:**

- \$25-50 for minor goodwill gestures
- \$50-100 for moderate situations
- \$100+ requires supervisor approval

**How to present it:**"While the charges are calculating correctly, I understand this has been frustrating for you. Because you've been an excellent customer for [X] years, I'd like to apply a one-time courtesy credit of \$[amount] to your account. This is a goodwill adjustment-not because the bill was wrong, but because we value your business."

**Documentation:**"Billing verified as accurate. Applied \$50 goodwill credit per customer service guidelines. Customer is [years] customer with excellent payment history experiencing hardship. Credit approved to maintain relationship. Customer satisfied with resolution."

### 4. Payment Arrangement

If the customer can't pay even after investigation:

"I understand this bill is difficult to manage. Let me set up a payment plan so you can pay this over [time period] while keeping your service active."

See payment arrangement guidelines for details.

