

# Documentation Requirements

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Every dispute must be thoroughly documented. Good documentation protects both the company and the customer.

## Required Information

### Initial dispute case:

- Date and time of dispute claim
- Customer's specific claim (in their words)
- Charges being disputed
- Amount customer believes is correct
- Customer's explanation/reasoning

### Investigation notes:

- What was reviewed
- Data points examined
- Findings from each investigation step
- Any anomalies discovered
- Conclusion

### Resolution:

- What action was taken
- Amount of any credit/adjustment
- Reason for adjustment (or reason charges upheld)
- Customer's response to resolution
- Any follow-up required

## Documentation Examples

**Good documentation:** "Customer disputes 2/15-3/15 bill showing 1,450 kWh usage, claims impossible as they were in Florida for 3 weeks. Investigation: Reviewed daily usage data from smart meter - shows consistent 40-45 kWh daily usage throughout entire period including dates customer claims to be away. Customer admitted leaving heat at 68°F while gone and has electric water heater. Usage consistent with unoccupied home with heating and baseline loads. Explained usage breakdown to customer using daily data. Customer accepted

explanation after seeing data. No adjustment warranted. Case closed."

**Poor documentation:**"Customer complained about high bill. Checked it. Bill is right. Explained to customer."

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