

Preventing Future Disputes

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After resolving a dispute, take proactive steps:

1. Address Root Cause

If the dispute revealed an issue:

- Meter access problems → Schedule regular access or install smart meter
- Estimated billing → Fix access issue
- Confusion about rates → Enroll in paperless with detailed usage tracking
- Payment difficulties → Suggest budget billing or auto-pay

2. Educate the Customer

Help them understand:

- How to read their bill
- How to monitor usage online
- What affects their electricity consumption
- How to contact us with questions before they become disputes

3. Set Up Monitoring

For high-risk accounts:

- Set usage alerts for unusual consumption
- Flag account for supervisor review on next high bill
- Schedule follow-up call next billing cycle
- Monitor payment patterns

4. Document Learnings

If the dispute revealed a system issue or common customer confusion:

- Report to management
- Suggest process improvements
- Share in team meetings

- Update training materials
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