

Quick Reference: Dispute Response Scripts

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Opening response: "I understand you're questioning the charges on your bill. I want to make sure we get this right. Let me investigate this thoroughly for you."

After investigation - Error found: "You were right to question this. I found [error]. I'm correcting it now and applying a credit of \$[amount]."

After investigation - Billing correct: "I've completed my investigation, and I want to walk you through exactly what I found..."

Offering goodwill credit: "While the charges are accurate, I can see this has been a difficult situation for you. As a valued customer, I'd like to offer a courtesy credit of \$[amount]."

Escalating to supervisor: "I want to make sure you get the best resolution possible. Let me bring in my supervisor who can review this with fresh eyes."

Remember: Disputes aren't personal. A customer questioning their bill isn't questioning you. Approach each dispute as an opportunity to build trust by conducting a fair, thorough investigation and providing a clear, honest resolution.

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Questions? Contact the Billing Team at billing-support@goodeggenenergy.com
