

Sample billing dispute report

SPECIMEN - illustrative data only

This is a specimen showing the structure and depth of the report Panda Power produces at the end of a

billing analysis. It is not a real client's report.

The site, the account, the meter numbers and every figure in it are invented. No part of this document

describes an actual customer. Real reports are confidential to the client who commissioned them and are

never published.

What is genuine is the shape: the sections below, in this order, are what you receive.

1. Cover and account details

Every report opens with the account it concerns, so the document stands on its own if it is handed to a

utility, an attorney or a board.

Field	Specimen value
Account holder	SPECIMEN CLIENT (Pty) Ltd
Site / address	1 Example Road, Anytown
Account number	0000000000
Utility	Municipal distributor
Tariff	Industrial LV (illustrative)
Supply	3-phase, 150 A main breaker
Tenancy	Multiple tenants
Study period	1 January 2024 to 31 December 2025 (24 invoices)
Commissioned by	The account holder

2. Data sources, objectives and methodology

The report states exactly what it was built from and how, so that every number can be traced back and

independently checked.

Data sources in this specimen:

- 24 consecutive municipal invoices for the study period.
- The distributor's published tariff schedules for the relevant years.
- Independent logging of the supply for a representative period.

Method, in plain terms:

→ Every invoice is transcribed into a single table, one row per invoice, with the metering dates, reading type (actual or estimated), meter number, opening and closing readings, consumption, and

every charge and credit line recorded separately.

→ Consumption is reconciled per meter, so that what was billed can be checked against what the meter readings themselves imply.

→ Demand charges are counted and attributed to the month each one belongs to.

→ The billed figures are recalculated from first principles against the published tariff.

→ Any difference is quantified, and the basis for it is stated.

The point of the table is that it makes patterns visible that no single invoice reveals.

3. Findings

The findings section is where the specifics live. Each finding states what was found, the evidence, and

what it is worth.

Finding 1 - Demand charged more often than once a month

Demand is charged once per month, on that month's highest reading. Across 24 months, 24 demand charges

were due. The account was billed 41.

The 17 additional charges fall in the periods where estimated readings were later reversed and

re-billed; the demand element was re-charged without the original being reversed.

	Value
Demand charges due (24 months)	24
Demand charges billed	41
Excess charges	17
Average demand value used	80 kVA
Demand rate applied	R276.90 per kVA
Over-charge	R376 584

Finding 2 - Demand values that the supply cannot deliver

The site is supplied through a 150 A three-phase main breaker, which limits it to approximately 104 kVA.

Three invoices apply a maximum demand of 148 kVA. That value cannot occur on this supply. Where actual

demand is not measured, the tariff limits the value that may be applied to 70 kVA.

	Value
Months affected	3
Demand billed	148 kVA
Maximum permitted where unmeasured	70 kVA
Excess per month	78 kVA
Over-charge	R64 795

Finding 3 - A prolonged estimated run

Nine consecutive invoices were raised on estimated readings, closed out by a single corrective invoice

covering the whole period. This is the pattern that produced Finding 1, and it is the single most common

origin of billing error we encounter.

Finding 4 - A consumption step at the meter exchange

Daily average consumption moves from 118 kWh per day to 214 kWh per day at the point the meter was

exchanged, with no corresponding change in occupancy or operating hours. Independent logging over the

period measured an average of 121 kWh per day, consistent with the earlier meter.

	Value
Consumption over-billed	18 400 kWh
Average rate applied	R2.21 per kWh
Over-charge	R40 664

4. Conclusions

Conclusions are stated plainly and numbered, so they can be lifted directly into a dispute letter.

→ The account was billed 41 demand charges over a period in which 24 were due.

→ Three invoices apply a maximum demand of 148 kVA to a supply physically limited to approximately

104 kVA.

→ Consumption billed after the meter exchange is inconsistent with both the preceding period and with

independent measurement of the supply.

→ The total quantified over-charge for the study period is as follows.

Component	Amount
Duplicate demand charges	R376 584

Demand values exceeding the supply capacity	R64 795
Consumption over-billing	R40 664
Total over-charge identified	R482 043

5. Annexures

Real reports carry the working, not just the conclusions:

- Annexure 1 - the full invoice summary table, one row per invoice, every charge and credit line.
 - Annexure 2 - the relevant extracts from the distributor's published tariff schedule.
 - Annexure 3 - photographic record of the supply, including the main breaker rating.
 - Annexure 4 - the logged demand and consumption profile for the measured period.
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What you do with it

The report is written to be submitted, not just read. It is quantified, referenced back to source

invoices, and stated against the published tariff, so a distributor can verify every line without

taking anything on trust.

A documented claim gets dealt with. A phone call does not.

About Panda Power

We are an independent electricity billing and metering analysis practice in Johannesburg. We audit

municipal and Eskom invoices, install revenue-grade check meters, and log and analyse power at

commercial and industrial sites. Analysis is compiled by a registered

Professional Engineer.

We do not sell electricity, solar systems or equipment of any kind - which is exactly why our numbers

are worth something.

Send us one recent electricity bill and we will tell you, free, whether it is worth looking further.

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Companion guides: "How demand billing works", "5 checks to run on your electricity bill" and the check

metering specification.

SPECIMEN DOCUMENT. Every figure, name, address and account number in this document is invented for

illustration. It does not describe any actual customer, account or dispute.

Client reports are

confidential and are never published. Rates shown are illustrative; tariff structures differ between

municipalities and change annually.