

---

# 40 C.F.R. § 265.1316

---

## Informal fee dispute resolution.

---

- (a) Users of e-Manifest services that believe their invoice or charges to be in error must present their claims for fee dispute resolution informally using the process described in this section.
  - (b) Users asserting a billing dispute claim must first contact the system's billing representatives by phone or email at the phone number or email address provided for this purpose on the e-Manifest program's website or other customer services directory.
- (1) The fee dispute claimant must provide the system's billing representatives with information identifying the claimant and the invoice(s) that are affected by the dispute, including:
- (i) The claimant's name, and the facility at which the claimant is employed;
  - (ii) The EPA Identification Number of the affected facility;
  - (iii) The date, invoice number, or other information to identify the particular invoice(s) that is the subject of the dispute; and

This document is only available to subscribers. Please [log in](#) or [purchase access](#).

[Purchase Login](#)