

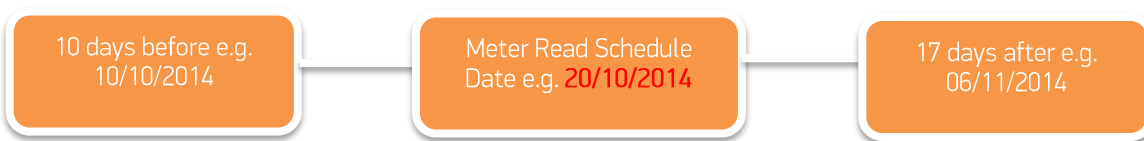
How to tell if a bill is due

Domestic Customers – Billed every 6 months (rules around first bill, explained below)

SME Business Customers – Billed every month/QTR depending on agreed contract (however if you use contract master data tab, then you can manually change this by amending “cycle” from 1 to 3 or vice versa)
Please remember to **save** changes

A domestic customers bill is generated around the meter reading schedule date. Therefore the first bill could be 1 – 7 months dependant on the meter reading schedule date for each account.

No customer can be billed until 42 days after the supply start date has passed, therefore if the customers meter reading schedule date falls within that time, the customer will not receive a statement / bill until the next billing window.

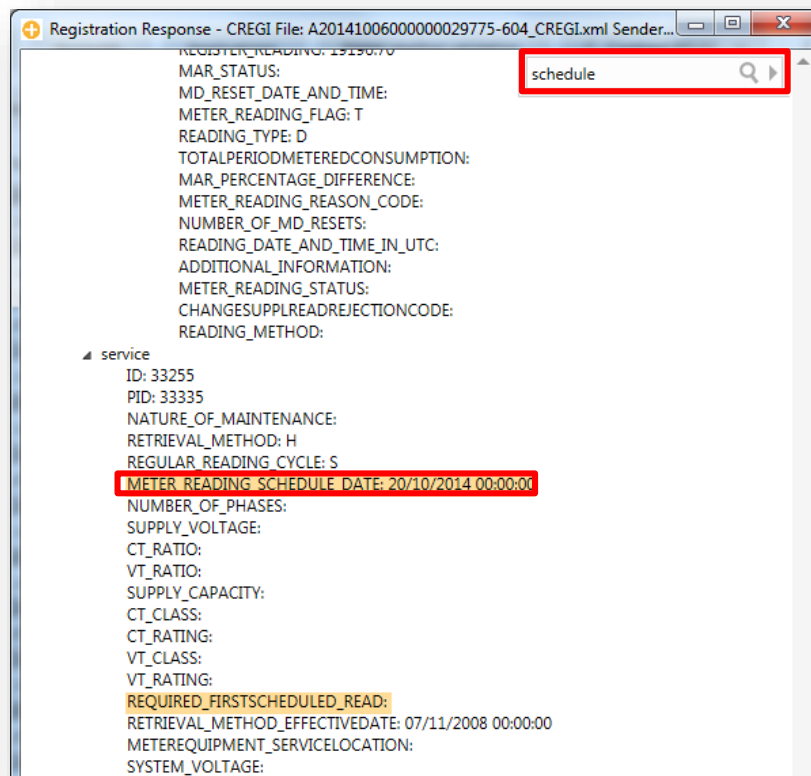


The meter reading schedule date has **10 days before** and **17 days after** (a total of **27 days**) for an actual meter reading to be provided. This can be by the meter reader or from the customer. The bill is then produced to an accurate meter reading. If no meter reading is provided within this time period the reading is estimated and the bill is produced.

If we have to use an estimate to bill, this is created by the system based on the customer EAC-Estimated Annual Consumption for electricity and AQ-Annual Quantity for gas.

How to locate the MRSD – CREGI

By looking at the CREGI you will find the Meter Reading Schedule Date, if you type in 'schedule' in the search box it will highlight all words with 'schedule' in, making it easier to find. As shown highlighted below;



A meter reader is scheduled to read every site that we supply gas or electricity to twice a year at 6 monthly intervals, the CREGI shows the first date. You will then need to calculate 6 months on from that for when the meter reader is due again.

With SME Quarterly billed customers if we advise the customers to provide readings around the time of the meter reading schedule date on 3 monthly intervals we will be able to accurately bill without the need to estimate.

Where to find the meter read schedule date in Acc+

Electricity

D12 / D19 / CREGI

Gas

CREGI – type AQ into the search option