

Refunds and DD Reassessment On-Supply

Cyclic Bill with Credit Balance

Statements generated and passed through primary and secondary validation

Statements that pass validation include a Direct Debit reassessment that incorporates the credit balance and adjust payment accordingly

Statements that fail validation are routed for manual investigation

DD Reassessment

Accountplus system reassessment

$$p = \frac{b + t - r}{s}$$

p- New monthly payment

b- "Total Outstanding Balance"

t- Turnover calculated for Reassessment Term

r- Payments executed

s- Number of Settlement Periods

Customer Informed

Customer Request Refund

If billed to read is estimated – obtain firm read and rebill.
Customer is advised of impact on account balance (seasonality) and increased DD payment should refund be provided.

Authorisation

Agent - £250 TM - £251 - £500 Ops Manager - £501 - £1000

Head of Ops £1001 + Refund released to customer If refund still required - manual refund process triggered and customer notified of 5-10 day SLA

Financial review and audit process carried out and relevant

Note A+ with refund and reassessment detail



Refunds Final

Final Bill with Credit balance

Bills generated and passed through primary and secondary validation

Bills that pass validation are automatically made available for release.

Bills that fail validation are routed for manual investigation

Manual Refund

Validate closing read if required and possible (Change of Tenancy process)

Manual refund process triggered and customer notified of 5-10 day SLA

Note A+ with refund and reassessment detail

Financial review and audit process carried out and relevant authorisation gained

Authorisation Agent - £250 TM - £251 - £500 Ops Manager - £501 - £1000 Head of Ops £1001 +

Automated Final Refund

Refund released to customer once invoice is unlocked

Access is restricted to unlock credit final invoices