SimpleBills- Article no. 8645

Introduction

SimpleBills is a service in **Texas** - unrelated to our company - that manages utility bills for people who use their service

- SimpleBills retrieves all utility invoices from the utility providers and users are sent one bill with one due date for the full sum
- The customer makes payment to **SimpleBills** and we receive payment from them
- To identify customers who use SimpleBills, go to the **General Ledger | Statement Config Tab in BOLT**
- The **Bill To** address field is marked with the **SimpleBills (Bear Bills) mailing address**:

  Customer Name
  c/o SimpleBills
  100 Ritchie Road
  Waco, TX 76712

- SimpleBills customers **must pay deposits** as required by the credit policy
- All billing questions are handled as normal; this is simply a service that pays our company on behalf of a customer

Resolution Steps

Install and Reconnect Requests

- **Install a new account** as usual, charging applicable installation and activation fees
- Run a credit check and charge a deposit, if required
    - The deposit is **waived** once they **sign up with SimpleBills**
    - If the customer ***doesn't*** contact SimpleBills, any **deposits are due prior to installation**
- **Give** the customer their **account number** and ask them to **contact SimpleBills** at **254-230-0199**
- SimpleBills contacts our **Waco Front Counter team** to update the account

Monthly Billing Inquiries and Suspensions

- Billing and payments are **routed through** SimpleBills **via the Bill To Address** field
    - **Confirm** a SimpleBills customer by **Bill To Address**

      Account Name
      c/o SimpleBills
      100 Ritchie Rd
      Waco, TX 76712
- If the account Bill To Address is **not the one** above, **give** the customer their **account number** and ask them to **contact SimpleBills** at **254-230-0199**
    - This ensures the customer is signed up for SimpleBills **first**
    - SimpleBills emails our **Waco Front Counter team** to update the account **Bill To Address**
- A **zero balance** always displays on the account

- The ledger ***may*** look as if there is a credit on the account; **please do not tell these customers that they have a credit on their account**
    - This is the dollar amount that transferred to SimpleBills since they pay SimpleBills directly for service
- If an existing customer wants to be on SimpleBills, ask them to contact SimpleBills at **254-230-0199**
- If a SimpleBills account is **suspended**, relay the following:
    - *I'm sorry, it looks like you have been working with SimpleBills (or BearBills). Have you provided them with your* ***online account registration*** *information? If not,* ***please reach out to them*** *at* ***254-230-0199****. As soon as you can and provide them with that information, they can access your account. You may be required to make a manual payment to restore services until SimpleBills has your login information and can do so on your behalf.*
    - If **yes**, they **have given** SimpleBills their login information and they are suspended, email **Emily Buck** the account information and payment amount to review with SimpleBills
    - We should **never** advise that SimpleBills has just not made their payment

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