

Customer is Not Receiving a Statement- 1814

Introduction

A statement is not received in these instances:

1. **Disconnected accounts** with a **zero-dollar balance**
 - Use [Billing Ledger for Creating a Customer Statement](#) for proof of payment requests on a final bill
2. **Active account** with a balance **less than \$1.00**
3. Statements are sent to **the service address (SA)** unless the customer requests a bill-to-address
 - If the Service Address is **incorrect**, submit an Address Request Form to the correct address
4. If ICOMS [BI] Print Statement is set to **C Change from Previous**, the bill **will not print**, causing a **missing bill**
 - To correct this, see [Paper and Paperless Billing Setup Instructions](#)

Resolution Steps

Verify Billing or Service Address for Monthly Billing

- In BOLT, select **General Ledger** tab
- **Statement Configuration** tab displays **bill to information**
 - Displays **Service Address** or **Billing Address (standard)**
- In ICOMS **Statement Configuration [BI]** screen
 - *Bill-to* information **must** be in **all capital** letters
 - **Five total lines** of the billing address are printed on a bill
 - Confirm **valid formatting** and **verify address** according to the [US Postal Service Standards](#)
 - If the address is incorrect, follow [Add, Change or Correct an Address](#)
 - Make sure the [Foreign Address](#)_box is **not** checked
 - Check for Financial Services notes regarding returned mail
 - If the issue is unresolved and customer states they are not receiving their bills, enter a [Service Now](#) Ticket

Verify Paper or Paperless Billing

- In BOLT, to check for paper or paperless billing status, select **the General Ledger Tab, then Statement Config tab**
- Under the **Maintain Customer Statement** section, review the bill handling status:
 - Default: Paper Bill
 - Electronic Bill Selfcare

- Prepaid No Statement
 - CABS No. Statement
 - Email Bill PDF to Preferred Email
 - PDF Only (Special Use Only)
- If BOLT is out of service, verify billing setup in ICOMS
 - Statement Configuration [BI] screen
 - Highlight the statement and click **Change**
 - Bill handling determines the bill delivery method
 - **1 Default Paper Bill:** printed and mailed statement
 - The print state field should read: A Always Print Bill
 - Auto-pay customers must have Print Statement field set to **Always Print Bill** to ensure the customer's **bill generates**
 - **2 Electronic Billing:** emailed statement Note: If this is set with no Self Care account created, the customer **does not receive a bill**
 - The Statement field should read **A Always Print Bill**