Find Bill Cycle, Bill Print Date, and Mail Drop Date in BOLT- 1540

Introduction

Business Rules:

- Customer must be **current** to change their bill date

- **Changing a bill date** usually causes **prorates**

- The due date may change because days in the month varies

    - Bills are due **28 days after the Stmt Date** in **Illinois** and **22 days after** for **all other markets**

- The statement must be **active** to change a bill date

Resolution Steps

1. On the BOLT **General Ledger** Tab, click the **Statement Listing** sub-tab

2. The bill cycle number displays in the **Cycle** column

    - The *Statement Date* is the date the bill generates

3. To determine **future** bill dates, see our Bill Run Schedules

    - Customers on e-billing can expect to see their bill by the **e-bill forecast** date

    - Customers who receive printed statements can expect their bill in the home by the **Print forecast** date

    - Customers can also change their payment due date