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

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