

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](#)

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=235>