Previous Bill Statement Copy Requests- 1247

Introduction

Authenticate two (2) Security Questions OR the CPNI PIN and one (1) security question before discussing or changing any applicable CPNI and PII-protected information; customers cannot opt-out of CPNI verification

Bill Copy Request Business Rules and Quick Tips

- Previous bill copies are stored for 6 years, in keeping with our **Corporate Record Management Policy**
- Bill copies are available to **view online** or **send via email** at **no cost** to the customer
    - Use **Billview** to email bills if BOLT is down
- For statements **older** than 6 years, submit a **Service Now** Ticket to see if the records **can** be restored; there is **no guarantee** for records older than 6 years

Mailing Bill Copies: Escalations Only

- Send bill copies **via US Mail** on **Active or Pending** accounts for **Escalations** only
    - **Cannot** send bills via US Mail **for Former accounts**
- Apply the **mandatory fee of $5.00** for each bill copy requested
    - The fee covers **some** of the costs associated with **printing** and **mailing** bill copies, and is **not an agent negotiable fee**
    - For **split statements**, fees apply **per copy**, not per month
    - Statements are received in 7 days

San Luis Obispo, Los Angeles, San Jose, CA (Site 48, Co 29 - Digital West)

- Up to 6 months of previous bill statements are available in BOLT and on My.DigitalWest.com at no charge
- For statements requested beyond the last 6 months, there is a **$5.00 fee per statement** for **mailed** copies (for 12 or more statements, an extra $25.00 charge is assessed)

- As stated in the **notification**, customers can have statements emailed, mailed or can view on their self-care account after set-up

Houston, TX (enTouch)

- Bills prior to **ICOMS conversion** April 2021 - 12 months of bill history are readily available via **Service Now** Ticket

- For bill copy requests prior to December 2019 customers can expect a 2 week or longer wait time

Resolution Steps

Expand All | Collapse All

Option 1: Self-Help Options to View Bill Copies Online

Option 2: Email Bill Copies from BOLT

Requests for Bill Inserts or Rate Increase Notices

Escalations Only: Request for Bill Copies via US Mail

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=324