

Previous Bill Statement Copy Requests Article no. 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 Option to View Bill Copies Online

Option 2: Email Bill Copies From BOLT

Requests For Bill Inserts or Rate Increase Notices

Escalation Only: Request for Bill Copies Via Us Mail

Bill Copies Missing in BOLT or through Self-Hep Online

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=354>