

Billing Record for 10/2025 Correction

Display Clarification Case 18601911

Log

Case	18601911	BI - Customer Initiated Bill Correction	
Business Process	EBI00005	Bill Correction	Status Completed
Bus. Proc. Area	EBI	IS-U Billing	Original Date 10/17/2025 07:34:30
Case Category	ZBIL	Description	Due Date 10/19/2025 07:34:30
Processor		Forward Due To	Priority High
Prev. Processor		Forwarding Reason 0004	Billing Integrity

Objects Procs Notes Messages Add Data

10/17/2025 07:30 Cheryl Smith
MELISSA SAURINI / [REDACTED]
241 BRAXTON LN LOT 17 / LILY KY 40740-3158

customer was placed on RTOD energy on 10/06. the 11/04 bill is not showing any usage charges only the basic service charges. also not showing meter reading dates.

10/20/2025 12:22 [REDACTED]
rate was changed to RTOD as of 9/9/25; meter shows a reconnect date of 9/22/25 with read of 27026 and a 10/7/25 periodic read of 27670, showing use.

10/20/2025 15:49 [REDACTED]
customer was not billed for the off peak and on peak usage. only the basic service charges.

10/27/2025 08:27 [REDACTED]
emailed T&R/ forwarded case

10/27/2025 09:29 [REDACTED]
Reversed the Oct bill and updated reg 3 to relevant to billing.
Incorrectly billed in Oct 0 for off and on peak reads. Added MH tpull for tomorrow, will add TR tpull back after rebill. *** BPEM 18601911

Li 1, Co 1 Ln 1 - Ln 24 of 24 lines