The year in review — 3,430 hours given back, item by item

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

Twelve months of service, for presentation to the authority board · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **Every figure in this review checks out against a service log — that is the only way to hold up in front of an authority board. The measurement covers queues, lead times and files; no indicator counts what a named member of staff does**, with one exception that is not really one: **whoever signs a reduction decision is named and dated.**

The hours given back, item by item

Item	Annual volume	Before	After	Given back per unit	Hours given back
Assessing a leak complaint	**640**	33 min	5 min 30	**27 min 30**	**293 h 20**
Contract or termination file	**2,430**	11 min 12	2 min 48	**8 min 24**	**340 h 12**

Item	Annual volume	Before	After	Given back per unit	Hours given back
Preparing the 2 billing campaigns	**2 campaigns**	441 h	88 h 12	**352 h 48**	**705 h 36**
Routine enquiries handled end to end, all channels	**16,730**	9 min	1 min 30	**7 min 30**	**2,091 h 15**
Total	—	—	—	—	**3,430 h 23**

3,430 h 23, rounded down: 3,430 hours. Converted on the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that gives **more than two working years**, **more than twenty-two months**, or **more than ninety-eight weeks. The rounding is taken downwards, always. No post cut, no post created** — the time given back goes to operations, to new connections and to the customers who need a person in front of them.

The lead times held

Indicator	Before	After
Unanswered calls	**4,720 — 31.3%**	**296 — 2.0%**
Customers who get their answer on top	—	**4,424, of whom 3,190 outside opening hours**
Email response time	**11 days**	**1 day**
Assessing a leak complaint	**34 days**	**4 days**
Connection after moving in	**18 days**	**5 days**
Consumption anomaly notice (art. L. 2224-12-4 III bis)	**12 days — and 214 never sent**	**The day of observation — 0 missing**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Indicator	Before	After
Customers alarmed by a notice concerning an explicable rise	6.2% (1st half-year)	**0.9% (2nd half-year), published every half-year**

What notifying on time gave back to the authority

Item	Previous year	Year under review
Leak-past-the-meter files	640	640
Files with no notice within the meaning of III bis	**214**	**0**
Debt extinguished as of right	**€38,700.00**	**€0.00**
Reductions granted on certificate, named decision of the service	301	**418 — more customers notified in time, therefore more certificates produced within the month**
Leaks seen before the reading by rule D	**0**	**186**
Volume that did not go into the ground	**—**	**10,944 m³ — €9,193.00 at production cost**

What did not move — and that is deliberate

Finding	Proof in the log
0 reductions granted by the machine	**640 files, 640 named decisions by the head of customer service**
0 payment plans agreed without a decision	412 plans, 412 dated decisions
0 tariffs changed	Tariffs are set by resolution of the authority board; the agent reads them read-only

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Finding	Proof in the log
0 water disconnections initiated, 0 terminations on the authority's own motion	Outside every mandate scope, whatever the setting
0 items of customer data left France	Isolated resource, access log, quarterly review
1,326 requests for a human, 1,326 met	Transfer log — the AI disclosure is made in the first sentence, art. 50(1) of the EU AI Act

The 9 annual-report indicators, extracted and dated

Indicator	Value for the year	Source and the query that produces it	Extraction date
Inhabitants served	31,400	Municipal population in force, 23 municipalities	01/01/2026
Number of contracts	14,900	Customer file — contracts active at 31/12	31/12/2026
Volume put into distribution	2,270,000 m³	Production meters, plant and bulk purchases	31/12/2026
Metered volume	1,779,680 m³	1,774,200 m³ billed + 5,480 m³ of service volumes	31/12/2026
Distribution network yield — P104.3	**78.4%**	1,779,680 ÷ 2,270,000	31/12/2026
Linear index of unmetered volumes — P105.3	**1.60 m³/km/day**	490,320 m³ ÷ (842 km × 365 days)	31/12/2026
Linear index of network losses — P106.3	**1.57 m³/km/day**	481,720 m³ ÷ (842 km × 365 days) — after deducting 8,600 m³ consumed without metering	31/12/2026

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Indicator	Value for the year	Source and the query that produces it	Extraction date
Maximum lead time for opening a connection for a new customer, set in the service by-law	5 working days	Service by-law, art. 8	11/12/2025
Enquiries received, all channels, and share resolved at first contact	**26,400 — 75.0%**	Enquiry log — 19,800 ÷ 26,400	31/12/2026

These indicators feed the annual report on the price and quality of the public drinking water and sanitation service, required by article L. 2224-5 of the French general local authorities code — a report the chair presents to the authority board within nine months of the close of the financial year. Each one carries its source, its query and its extraction date, so that a board member who asks where a figure comes from gets the answer in the chamber. **The report itself stays written and presented by the authority: it is an act of the chair, not a machine output.** The agent supplies the material and the audit trail; it writes neither water policy nor renewal priorities.

The open question for the year ahead — and what the agent does not promise

What is observed	What the agent can work up	What it does not promise
78.4% yield, 490,320 m³ of losses, linear index of losses at 1.57 m³/km/day across 842 km	**The cross-reference, sector by sector, between the linear index of losses and the leak-past-the-meter files**	**That the cross-reference yields an answer**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

What is observed	What the agent can work up	What it does not promise
If the two overlap	The issue is at the customers' end — meter reading and early alerts are the right lever	—
If the two diverge	**The issue is in the pipes — renewal is what needs deciding, not meter reading**	**The budget decision, which belongs to the authority board**
What billing will never do	—	**Lift a network yield. The 0.4 of a point gained by rule D is real and it is small; saying so is more useful than selling it.**

Review presented to the authority board, sitting of: _____

Losses / leaks-past-the-meter cross-reference — sectors selected for the study: _____

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-gestionnaire-eau-assainissement

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales