Reading round no. 2 campaign — 3,820 customers, 3,691 invoices ready

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

Document issued on 09/11/2026

Current half-year · nothing issued, everything awaits the service's approval · 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 — customers, volumes and amounts invented for the demonstration. **No invoice is issued:** the file and the 3,691 letters await the named approval of the head of customer service, and everything can be undone with a word for as long as nothing has gone out. **The tariffs are not calculated by the agent: they are read from the authority board's resolution.**

The parameters applied, and the article that sets each one

Parameter	Value applied	Article of the resolution of 11 December 2025
Drinking water standing charge, 15 mm meter	**€58.00 / year — €29.00 per half-year**	Art. 2
Mains sanitation standing charge	**€42.00 / year — €21.00 per half-year**	Art. 2(3)

Parameter	Value applied	Article of the resolution of 11 December 2025
Drinking water variable charge	**€1.72 / m³**	Art. 3
Mains sanitation variable charge	**€1.38 / m³**	Art. 4
Domestic pollution levy (water agency)	€0.29 / m³	Art. 5, rate notified by the agency
Collection network modernisation levy (water agency)	€0.18 / m³	Art. 5, rate notified by the agency
All-in price for 120 m³, standing charges included	**€528.60 — i.e. €4.41 / m³**	**Control calculation, art. 2 to 5**
Pro rata on moving in or terminating mid half-year	By month started	Art. 7

The total billed, broken down to the euro

Item	Basis of calculation	Amount
Half-year standing charges — customers present all half-year	3,667 × €50.00	**€183,350.00**
Standing charges pro rata by month started	24 movements — 14 move-ins, 10 terminations	**€618.00**
Drinking water variable charge	**227,400 m³ × €1.72**	**€391,128.00**
Mains sanitation variable charge	**212,600 m³ × €1.38**	**€293,388.00**
Domestic pollution levy	227,400 m³ × €0.29	€65,946.00

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Item	Basis of calculation	Amount
Collection network modernisation levy	212,600 m³ × €0.18	€38,268.00
Total billed, round no. 2	**3,691 invoices**	**€972,698.00**
Lines put into checking, not billed	**129 lines**	**They do not go out on invoices, they go to control**

The 14,800 m³ gap between the water base (227,400 m³) and the sanitation base (212,600 m³) is not an error: these are the **customers on off-mains sanitation**, who pay for water and the pollution levy but neither the sanitation variable charge nor the collection network modernisation levy. **It is the first discrepancy an auditor looks for, and it is explained before being asked about.**

The 2.1% variance against the previous half-year, explained line by line

Cause	Basis	Effect on the total
Total billed in the previous half-year	3,682 invoices	€952,650.00
Tariff revision resolved on 11 December 2025, on the authority's standing and variable charges	Water agency levies unchanged	**+ €10,718.90**
24 customer movements — 14 move-ins, 10 terminations	Pro rata by month started	+ €618.00
Change in the volume read — 227,400 m³ against 224,890 m³	**+ 2,510 m³, of which 2,350 m³ connected to mains sanitation**	**+ €8,711.10**
Total billed this half-year	**3,691 invoices**	**€972,698.00 — i.e. + €20,048.00, + 2.1%**

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Cause	Basis	Effect on the total
Left unexplained	—	**€0.00 — the named list of the 24 movements is attached to the file**

The 412 estimated readings — where complaints are born

Finding	Value	What is done
Customers not read on the round — meter inaccessible, repeated absence	**412**	—
Estimation basis used	**EACH CUSTOMER'S OWN average over the last three periods**	**Never a round average: a round average bills the neighbour**
Wording carried on the invoice	**« ESTIMATE » and the date of the last actual index**	**Over 24 months, 89% of complaints about estimates came from invoices that did not say they were estimates**
Adjustment	At the next actual reading, with both periods detailed	The customer sees where the adjustment comes from
What stays with the service	—	**The decision to reschedule a contradictory reading or to offer an appointment**

Monthly payment — 1,460 sign-ups and 318 debit balances

Item	Volume	What the agent prepares
Monthly payment sign-ups over the year	**1,460**	Mandate checked at submission, plan calculated on the customer's actual consumption

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Item	Volume	What the agent prepares
Annual balances recalculated on the actual reading	**3,691**	Credit or debit balance, with the twelve instalments set against it
Customers on monthly payment with a debit balance above €150	**318**	**Letter proposing an ADJUSTMENT TO THE INSTALMENT, not a bare demand**
Why that choice	—	**A demand produces a complaint; an adjustment produces a payment. The new amount is calculated and attached, month by month.**
What stays with the service	—	**Approval of each adjustment — it is an amendment to the monthly payment agreement**

What the full campaign weighs, across the 6 rounds

Item	Today	With the agent	Difference
Preparation time	**9 working days for 7 case officers**	**A little over 2 working days for 7**	—
Hours per campaign	**441 h**	**88 h 12 of checking and approval**	**352 h 48 given back**
Share of the work	100%	20%	− 80 points
Over the year, 2 campaigns	**882 h**	**176 h 24**	**705 h 36 given back**

> **Nothing is issued, and the rule admits no exception: NO CONSUMPTION ABOVE DOUBLE THE AVERAGE GOES OUT ON AN INVOICE UNTIL THE CUSTOMER HAS BEEN INFORMED ON THE DAY IT IS OBSERVED, AND THE INFORMATION IS DATED. Issuing an invoice, granting a reduction, agreeing a**

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payment plan are acts that bind the authority: they are not acts the agent rules out, they are acts it carries out as soon as the mandate is written — named scope, costed ceiling, review date, withdrawal with a word. **The dial belongs to the service, and it moves both ways.**

Round no. 2 billing file approved by the head of customer service, on: _____ at _____

Subsequent rounds and control rules adopted for each: _____

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