The week's 9 new contract files, and the document checks

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

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Connections requested from Monday 4 to Friday 8 May · 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, addresses and files invented for the demonstration. **Nothing is activated, nothing is billed:** the 9 contracts are completed and await approval by the head of customer service. **Two files carry a missing document, named before the file joins the queue.**

The 9 files, line by line

File	Customer (fictional)	Supply point	Meter and tariff	Opening index	Status
A-2411	Solenne Kerdraon	12 rue des Lavandières, Cerneuil-le-Bas	15 mm · water + mains sanitation	0,842 m³ — smart meter, 04/05 at 09:12	**Complete**

File	Customer (fictional)	Supply point	Meter and tariff	Opening index	Status
A-2412	Aurélien Vaneste	4 chemin des Sorbiers, Boisserolles	15 mm · water + mains sanitation	1,337 m³ — contradictory reading of 05/05	**Proof of address missing**
A-2413	Mariam Sissoko-Delvaux	27 avenue du Pont-Vieux, Cerneuil-le-Haut	20 mm · water + mains sanitation	4,106 m³ — smart meter, 05/05 at 14:40	**Complete**
A-2414	Gaëtan Roubichoux	9 hameau de la Fontaine, Vaux-sur-Cerneuil	15 mm · water only — off-mains sanitation	216 m³ — contradictory reading of 05/05	**Complete**
A-2415	Prisca Mandiargues	17 rue du Gué, Cerneuil-le-Haut	15 mm · water + mains sanitation	2,954 m³ — smart meter, 06/05 at 08:05	**Proof of address missing**
A-2416	Fleurs du Cerneuil florist (business)	3 place du Marché, Cerneuil-le-Bas	20 mm · water + mains sanitation	11,480 m³ — contradictory reading of 06/05	**Complete**
A-2417	Hervé Poulaillon	22 route de Marnac, Boisserolles	15 mm · water + mains sanitation	6,731 m³ — smart meter, 07/05 at 11:27	**Complete**
A-2418	Ludivine Escarpit	5 impasse des Meuniers, Vaux-sur-Cerneuil	15 mm · water only — off-mains sanitation	874 m³ — contradictory reading of 07/05	**Complete**

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File	Customer (fictional)	Supply point	Meter and tariff	Opening index	Status
A-2419	Résidence des Peupliers managing agent (24 units)	40 boulevard de la Gare, Cerneuil-le-Bas	40 mm · water + mains sanitation, block meter	38,902 m³ — smart meter, 08/05 at 07:51	**Complete**
Total	**9 files**	—	**5 smart-metered, 4 contradictory readings**	—	**7 complete · 2 awaiting a document**

Each complete file carries three outputs, already written: the **completed contract** — identity, supply point address, meter size, tariff applicable according to whether the property is connected to mains sanitation —, the **recorded opening reading**, and the **welcome letter with the monthly payment mandate**. **For the two incomplete files, a fourth document goes out in the same envelope: the letter requesting the proof of address, naming article 8 of the service by-law that requires it and the submission deadline. Requesting a document while citing the line that requires it is a request the customer does not contest.**

The year's 4,530 document-bearing files, run back through the control rule

Type of file	Annual volume	Document required by the service by-law
Moving in — opening a contract	1,240	Proof of address less than 3 months old + contradictory reading (art. 8)
Termination	1,190	Closing reading + forwarding address (art. 11)
Monthly payment sign-up	1,460	Signed direct debit mandate carrying a legible IBAN (art. 24)

Type of file	Annual volume	Document required by the service by-law
Leak-past-the-meter complaint	**640**	**Plumbing company certificate stating the LOCATION of the leak and the DATE of repair (art. 21 + art. L. 2224-12-4 III bis)**
Total	**4,530**	—

The 812 incomplete files, reason by reason

Reason	Files	Share of the 4,530	What the agent writes to the applicant, within the minute
Proof of address absent or more than 3 months old	**296**	6.5%	**Names the document, cites article 8 and gives the date read on it**
Direct debit mandate without a legible IBAN or without a signature	**241**	5.3%	**Says which of the two is missing — without ever reading the IBAN itself**
Plumbing certificate without the location of the leak or the date of repair	**187**	4.1%	**Names the two particulars article L. 2224-12-4 III bis requires, and encloses the certificate template**
Closing reading absent on termination	88	1.9%	Proposes a contradictory reading date within 3 days
Total	**812**	**17.9%**	**Four letter templates, not 812**

> **The 187 incomplete certificates are the most expensive line in this table, and the least visible. 187 out of 640 leak files — 29.2%. Article L. 2224-12-4 III bis requires a plumbing company certificate stating that the leak has been repaired, specifying ITS LOCATION and THE DATE of the repair. A certificate carrying only one of the two leaves the service with a choice it should not have: justify a refusal that will land badly, or grant on a shaky**

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> **document. Flagged at submission, it comes back complete in three days — and the customer did not have to call their plumber back six weeks later.**

What checking at submission does to the connection lead time

Stage	Today	With checking at submission
Submission → missing document detected	**9 days — at assessment**	**1 minute — at submission**
Chaser → document submitted by the customer	6 days	3 days (the request is precise, the document arrives first time)
Assessment, contract, opening reading	3 days	2 days
Total connection lead time	**18 days**	**5 days**
Files concerned	—	**812 a year, close to one file in six**
Time given back on the 2,430 contract and termination files	11 min 12 of data entry and drafting	**2 min 48 — i.e. 340 h 12 over the year**

The next step: pre-filling the opening reading from the smart meter

Finding over 24 months	Value	What it changes
Move-ins for the year	**1,240**	—
Of which on a smart meter	**521 — 42%**	**The contradictory index is known to the minute, with no visit and no appointment**
Opening-index disputes over 24 months	**84**	**All 84 concerned manually read meters**

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Finding over 24 months	Value	What it changes
What is proposed	—	**Pre-fill the opening index from the smart meter where the property has one, and put it to the customer for agreement in the welcome letter**

Files A-2411 to A-2419 approved and activated by the head of customer service, on: _____

Repair certificate template enclosed with the document request letter — version settled on: _____

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.

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