The service flow — 26,400 enquiries, 12 topics, 3,430 hours

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

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12 months of enquiry log, 59,600 readings run against the statutory threshold · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers QUEUES and LEAD TIMES, never what a named member of staff does. The 12 reference answers are written, sourced and dated: the service reads twelve texts, not 19,800 replies.**

Where the year's 26,400 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the authority switchboard	**15,100**	**57.2%**	**4,720 ring unanswered — 31.3%**	**All answered; the 12 topics handled end to end**
Customer service emails	6,800	25.8%	**11 days average lead time**	**1 day**

Channel	Enquiries	Share	What it costs today	What changes
Website forms	2,900	11.0%	5 days before the first acknowledgement	Qualified acknowledgement within the minute, document required named
Counter visits	1,600	6.1%	File searched in front of the customer	Contract, last 6 readings, last invoice and payment plan assembled before the meeting
Total	**26,400**	**100%**	—	—

The 12 topics covering 19,800 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Invoice amount and how it is calculated	**3,180**	Tariff resolution, art. 2 to 5	11/12/2025
Moving in — opening a contract and connection	**2,640**	Service by-law, art. 8	11/12/2025
Termination and closing reading	2,210	Service by-law, art. 11	11/12/2025
Meter reading — index, access, estimated reading	2,040	Service by-law, art. 14 and 15	11/12/2025
Monthly payment — sign-up, change, annual balance	1,860	Service by-law, art. 24	11/12/2025
Payment methods and due dates	1,720	Tariff resolution, art. 9	11/12/2025
Leak past the meter and bill capping	**1,480**	**Service by-law, art. 21 + article L. 2224-12-4 III bis**	11/12/2025

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Topic	Enquiries	Source of the reference answer	Dated version
Abnormal consumption — understanding a variance	**1,340**	Service by-law, art. 20	11/12/2025
Quality of the water supplied	1,120	Latest published health monitoring results	02/07/2026
New connection and connection to mains sanitation	960	Service by-law, art. 6 and 30	11/12/2025
Off-mains sanitation — inspection and charge	700	Off-mains sanitation service by-law	11/12/2025
Disconnection, reconnection, frozen meter	550	Service by-law, art. 17	11/12/2025
Total of the 12 topics	**19,800**	**75.0% of the 26,400 enquiries**	—

The remaining 6,600 enquiries go to a case officer — with the file already assembled. The contract, the last six readings, the last invoice, the payment plan in force if there is one, and the question asked word for word. **The officer picks up knowing, instead of picking up and searching**, and that is where most of the time is won: it is not the hard file that costs, it is the search that comes before it.

The three items from the fiche's « the gain » section, costed on your own logs

Item	Share of time today	After	In minutes	Annual volume	Hours given back
Assessing a leak complaint — readings, history, by-law, letter	**60%**	**10%**	**33 min → 5 min 30**	**640**	**293 h 20**

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Item	Share of time today	After	In minutes	Annual volume	Hours given back
Contract or termination file — data entry and drafting	**40%**	**10%**	**11 min 12 → 2 min 48**	**2,430**	**340 h 12**
Preparing a billing campaign	**100%**	**20%**	**441 h → 88 h 12 per campaign**	**2 campaigns**	**705 h 36**
Routine enquiries handled end to end, all channels	—	—	9 min → 1 min 30	16,730	2,091 h 15
Total	—	—	—	—	**3,430 h 23**

3,430 h 23, rounded down: 3,430 hours given back over the year. On the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that is **more than two working years**, or **more than twenty-two months**, or **more than ninety-eight weeks** given back to your nine staff. **The rounding is always taken downwards:** a gain rounded up is a gain a board member can challenge. **No post cut, no post created. The 16,730 routine enquiries read as follows: the 19,800 enquiries in the 12 topics, less the 640 leak complaints and the 2,430 contract files, which are counted separately on their own lines.**

What the reconciliation brought out — and what the law makes of it

Finding	Files	Volume above the double	Consequence
Leak-past-the-meter files for the year	**640**	—	—

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Finding	Files	Volume above the double	Consequence
Of which customers notified in time, certificate produced	**301**	—	Capping granted by decision of the service
Of which customers notified, no certificate within the month	125	—	Invoice billed in full
Of which customers NEVER notified	**214**	**22,500 m³**	**Capping applies as of right, with no certificate — €38,700.00 the authority no longer has the right to bill**
Total	**640**	—	—

The rule this demonstrator defends, and which holds up everything else: 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. This is not a service precaution: it is the text. Article L. 2224-12-4 III bis of the general local authorities code provides that « **failing the information […], the customer is not liable for payment of the share of consumption exceeding double the average consumption** ». **A letter that does not go out does not cost a delay: it costs the debt. €38,700.00 last year, and not one euro of it is recoverable.**

Wording of the consumption anomaly notice settled by the head of customer service, on: _____

Version of the 12 reference answers settled on: _____ — next review at six months: _____

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