The three automatic actions, and how each one is undone

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

Document issued on 25/09/2026

Current settings, withdrawal log, three-position mandate · 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. **Three actions, not one more, and all three are undone within the second. Each one protects the relationship with the customer rather than the service's figures** — that is the criterion used to choose them. **Everything else waits for a named decision.**

The three actions, named

Action	Trigger	What it produces	How it is undone	Time to withdraw

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

1 — Consumption anomaly notice	**Consumption exceeding double the average of the last three periods**	**The article L. 2224-12-4 III bis letter, in the wording settled by the service, sent on the day of observation, with the certificate template enclosed**	**The service takes back control with a word, round by round or entirely — but the counter of notices NOT sent stays on screen, with the euros beside it**	**Within the second**
2 — Acknowledgement of a complaint	Any complaint received, all channels	**A message to the customer naming the document required and the two particulars it must carry**	The case officer switches the acknowledgement off for one queue or for all	**Within the second**
3 — Putting a billing line into checking	One of the live control rules fires	**The line comes out of the billing file and enters the checking queue**	The case officer sets the alert aside with a word; the line goes back into billing **with the reason and the date**	**Within the second**

> **Action no. 1 is the only one the agent recommends never switching off, and the reason is not the agent's. Article L. 2224-12-4 III bis strips the service of the right to bill the share of consumption above the double when the notice was not given. Switching off the send means giving up the debt** — €38,700.00 in the previous year alone. **The action nonetheless remains reversible, because an irreversible action is not an action, it is a constraint**: the service can take

> back control of sending, and the agent then keeps displaying, day after day, the number of notices not sent and what they cost.

The reverse is true too — a withdrawal is never a door closed for life

Situation	What happens	What the service gains
The customer writes to say they were mistaken, there was no leak	**The file closes without any letter going out** — and it stays in the statistics	**It is that statistic which will tell you which passage of the by-law reads badly**
The case officer sets aside a line put into checking	**The line goes back into billing with the reason and the date**	**At the next campaign, the list of the most frequent reasons says which rule to tighten**
A customer asks to stop receiving the alert text	**Removed within the second — and put back within the second if they ask again**	**The article L. 2224-12-4 III bis letter goes out all the same: it is the enforceable one, the text is a convenience**
A control rule is withdrawn	**The lines it had held go back into billing, with the reason and the date**	Nothing is blocked for good, nothing disappears

What waits for a named decision

Act	Who decides	What the agent brings to the decision
Grant a leak reduction	**The head of customer service, under delegation from the chair**	The four readings, the double as calculated, the excess volume, the capping to the euro, the checked certificate, the by-law article

Act	Who decides	What the agent brings to the decision
Agree a payment plan	The head of customer service	The balance outstanding, the payment history, a draft schedule with no fees
Issue an invoice	The head of customer service	The complete file, the lines in checking, the variance explained line by line
Change a tariff or the service by-law	**The authority board, by resolution**	The costed effect of the change on customers, by consumption band
Initiate a water disconnection or a termination on the authority's own motion	**The chair**	**Nothing: these acts are outside every mandate scope, whatever the setting**
Bring a control rule into service	The head of customer service	The alerts, the confirmed cases, the confirmed share, what the rule lets through

The mandate — three scopes to choose from, and the dial moves both ways

Scope	What the agent carries out alone	What waits for a signature	Ceiling	Review
1 — the most cautious	**Nothing. The agent prepares, the service approves line by line.**	Every connection, every termination, every reduction, every payment plan, every invoice	—	Quarterly

Scope	What the agent carries out alone	What waits for a signature	Ceiling	Review
2 — intermediate	**Connections on a complete file compliant with the by-law**	Terminations, reductions, payment plans, invoices	**60 connections a month**	Quarterly
3 — the widest	**Connections, terminations and monthly payment sign-ups on a complete file — AND the cappings that apply as of right for want of a notice within the deadline**	Reductions on certificate, payment plans, invoices	**200 files a month**	Monthly
Outside every scope, whatever the setting	—	**Water disconnection and termination on the authority's own motion — they rest with the chair**	—	—

The third scope deserves an explanation, because it looks bold and is not. A capping that applies for want of a notice within the deadline involves NO judgement at all: the service did not notify, therefore the customer is not liable for the share above the double. **There is nothing to decide — there is a conclusion to draw, and delaying it only makes the complaint worse. That is the exact opposite of a reduction on certificate, which requires checking a document, assessing the nature of the leak and ruling out the cases the text excludes: that one stays signed, at every setting. The distinction is not one of caution, it is one of kind: what the law commands is executed, what the service judges is signed.**

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

The individual indicator: what the agent produces if the service asks, and on what conditions

Condition	What it requires	Where it is evidenced
Proportionality	**The indicator must be proportionate to the aim pursued and go no further than that aim justifies** — this is the CNIL's settled guidance on monitoring the activity of employed persons	CNIL guidance, « monitoring the activity of employed persons »
Prior information of staff	**Every member of staff knows what is measured, how and why, BEFORE implementation**	Information note on file, dated and circulated
Consultation of the local social committee	**The committee is consulted before implementation**	Committee opinion, dated and placed on file
What the agent does with those three conditions	**It brings them satisfied: the information note is drafted, the committee referral is prepared**	**The decision belongs to the service, and it takes it with the file ready**

The agent's reservation is not legal — a public employer's power to monitor is recognised — it is MECHANICAL, and it can be demonstrated on this job. A per-officer file counter becomes a target; the target distorts the triage; and the long files get pushed back in favour of the short ones. Yet the long files in this service are exactly the ones that turn into unpaid debt: **a disputed leak, an estate, a jointly owned building, a block meter. The service would lose the instrument at the same time as the measurement. The agent produces the indicator if asked — and it says why it recommends something else.**

Measurement by QUEUE, already prepared — it says where it jams without saying who

Indicator	What it says	What it does not say
Median handling time, by queue	**Where the service falls behind**	Who handled what
Backlog by queue, day by day	**Which queue is growing, and since when**	Which case officer is slow
Rework rate by queue	**Which answers come back, and therefore which passage of the by-law needs rewriting**	Who drafted them
Age of the oldest unassessed leak file	**What is lying dormant — and on that queue, what lies dormant costs the debt**	—
The exception, and it is not really one	**Whoever signs a reduction decision is named and dated — 640 named decisions over the year**	**A signature is not a counter: it establishes responsibility, it does not measure output**

Automatic actions switched on, and the scope of each, settled by the head of customer service on: ______

Mandate scope adopted (1, 2 or 3), ceiling and review date settled by: ______ on ______

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 — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.