



Reply to a complaint — four versions become one

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640 complaints reread · 612 covered · 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. Residents, accounts and readings invented. **No amount is recalculated: the figures are taken from the account statement, with its date.**

The most frequent motive, and the four replies it used to receive

Version found in the archive	What it said	Occurrences
Version 1	Referral to the service rules, without a calculation	231
Version 2	Detailed calculation, without mention of the route of appeal	188
Version 3	Goodwill gesture offered, without a resolved basis	96
Version 4	Referral to the water operator, without a substantive answer	125

Four residents in the same situation received four different replies depending on which writer handled the letter. The single reply, set against the rate resolution, covers 612 of the 640 complaints without a single change — that is equal treatment, and it can be checked line by line.

What every reply now carries

Element	Origin
The fact	Meter reading and date of change, taken from the file
The applicable rule	Rate resolution, with its date
The calculation	Taken from the account statement, never recalculated
The route of appeal	Wording from the drafting charter, now applied
The statement of preparation by a digital assistant	Systematic

The remaining 28 complaints are particular situations: they are **handed over drafted** to the writer, file documents alongside, with **the exact point to settle** placed at the top. **During the trial quarter, they went back out within 4 hours instead of 21 days.**

Single reply approved by: _____ · Date: _____

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