In July 2013, bills for steam and chilled water from GSA’s Heating Operation and Transmission District (HOTD) will convert from billing for estimated charges, to billing for actual charges. This change will coincide with the Go-Live of the Vendor and Customer Self Service (VCSS) website in July, when VCSS will replace paper and the BillView website as the source of bills, statements, and billing data going forward. Leading up to July, we will adjust your charges for FY13 so that they are in line with your actual consumption; month-by-month details are in the table below.

Among VCSS’s many benefits is that it will enable you to view your organization’s actual charges and consumption detail in a single location online. Moving from estimated to actual charges will reduce the need for annual adjustments that can impact your budget.

To prepare to use VCSS starting in July:

1. Register for BillView if you haven’t already by sending your name, email, and phone to FW-ClientServices@gsa.gov
2. Enter the account codes (BOACs) you will need to access in VCSS at http://vcssaccountcodes.ocfo.gsa.gov
3. Log in to VCSS when directed in July

Visit www.gsa.gov/baar to learn more about VCSS and related upcoming changes. We suggest you prepare for VCSS by reviewing the relevant sheets and brochures available at http://www.gsa.gov/portal/content/142063#sheets.

Here’s what you can expect from your steam and chilled water bills over the next several months leading up to and following VCSS Go-Live:

<table>
<thead>
<tr>
<th>Bill Date</th>
<th>What It Reflects</th>
<th>Where to Access Your Current Bill</th>
<th>What to Expect in Your Bill</th>
</tr>
</thead>
</table>
| April 2013 | Estimated charges for March 2013 + possible adjustments | BillView | - Your bill will contain estimated charges. As GSA has historically done, we may also begin adjusting your bill to close the gap between your estimated and actual charges to date for FY13.  
- Your charge is listed in dollars; no consumption levels are included. |
| May 2013  | Estimated charges for April 2013 + possible adjustments | BillView | - Your bill will contain estimated charges. As GSA has historically done, we may also continue adjusting your bill to close the gap between your estimated and actual charges to date for FY13.  
- Your charge is listed in dollars; no consumption levels are included. |
<table>
<thead>
<tr>
<th>Bill Date</th>
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</tr>
</thead>
</table>
| June 2013      | Estimated charges for May 2013 + possible final adjustments                   | BillView. This will be your last current bill available in BillView. | • Your bill will contain estimated charges. As GSA has historically done, we may also finish adjusting your bill to close the gap between your estimated and actual charges to date for FY13.  
• Your charge is listed in dollars; no consumption levels are included. |
| July 2013      | Actual charges and consumption details for June 2013                        | VCSS. This will be your first current bill available in VCSS. (You may still access historical bills in BillView.) | • Your bill will contain actual charges.  
• Your charge is listed in dollars AND your consumption is listed in its unit of measure: thousands of pounds of steam (for steam), and refrigeration-ton hours (for chilled water). |
| August 2013 and beyond | Actual charges and consumption for the previous month                  | VCSS (You may still access historical bills in BillView.) | • All bills will contain actual charges.  
• Your charge is listed in dollars AND your consumption is listed in its unit of measure: thousands of pounds of steam (for steam) and refrigeration-ton hours (for chilled water). |

If you have questions about bill adjustments for usage through the end of May, please contact David Stover at david.stover@gsa.gov. If you have questions about VCSS, please visit www.gsa.gov/baar or contact us at baar@gsa.gov.

The GSA Billing and Accounts Receivable (BAAR) Team