

From: **GSA BAAR Project** <baar@gsa.gov>
 Sent: Wednesday, May 15, 2013 at 2:52 PM
 Subject: REMINDER - Coming In July: VCSS and Billing for Actual HOTD Charges

In mid-April, you should have received an email from us about the upcoming billing changes for steam and chilled water customers of GSA's Heating Operation and Transmission District (HOTD). In July 2013, GSA will convert from billing HOTD customers for estimated charges, to billing them for actual charges. This email is to remind you about these and other related upcoming billing-related changes.

These important changes to HOTD billing coincide with the Go-Live of GSA's 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 incrementally adjust your charges for FY13 so that they are in line with your actual consumption when VCSS goes live; 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. First, register for BillView if you haven't already by sending your name, email, and phone to FW-ClientServices@gsa.gov
2. Then, 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:

Bill Date	What It Reflects	Where to Access Your Current Bill	What to Expect in Your Bill
May 2013	Estimated charges for April 2013 + possible adjustments	BillView	<ul style="list-style-type: none"> • 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.
June 2013	Estimated charges for May 2013 + possible final adjustments	BillView. This will be your last current bill available in BillView.	<ul style="list-style-type: none"> • 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.

Bill Date	What It Reflects	Where to Access Your Current Bill	What to Expect in Your Bill
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.)	<ul style="list-style-type: none"> • 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.)	<ul style="list-style-type: none"> • 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, 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