

From: **GSA BAAR Project** <baar@gsa.gov>

Date: Wed, Aug 14, 2013 at 4:50 PM

Subject: Billing for Actual HOTD Charges Will Not Be Available Until August 2013

To: LIST7@listserv.gsa.gov

Previously, we had communicated to customers in Washington, D.C., receiving steam and chilled water through GSA's Heating Operation and Transmission District (HOTD) that bills would be available in the Vendor and Customer Self Service (VCSS) website beginning in July 2013. **However, HOTD bills, statements and billing data will not be available in VCSS until the week of August 19, 2013.**

August 2013 HOTD bills will now contain the **variances between the billed values to actual consumption up through June, FY2013**, and the **July actual charges and consumption detail**. As previously communicated, these bills will be available at vcss.gsa.gov.

Here's what you can expect from your steam and chilled water bills in August 2013 and in the months that follow:

Bill Date	What It Reflects	Where to Access Your Current Bill	What to Expect in Your Bill
August 2013	Actual charges and consumption details for June and July 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 variances between the billed values to actual consumption up through June, fiscal year 2013 and actual charges and consumption detail for July.• 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).
September 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">• Your 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 any questions or require assistance with VCSS, please contact our Financial Systems Service Desk at [1-866-450-6588](tel:1-866-450-6588). Service Desk hours are 7:30 am to 7:30 pm ET, Monday-Friday excluding Federal holidays. You can

also send an email to OCFOServiceDesk@gsa.gov

The GSA Billing and Accounts Receivable (BAAR) Team