

# CORRECTION BILL DECISION TREE

Is the difference between the correction amount and the original bills large or small?

Large

Small

Does the correction bill fall within one fiscal year, or does it have days in multiple fiscal years?

Multi. FY

1 FY

- 1) Copy and paste the correction bill and the original bills that it replaces into a spreadsheet.
- 2) Replace the correction bill usage and cost values with the sum of the original bills, as a **negative** value
- 3) Create a C- account, and upload this spreadsheet to that account.
- 4) Contact Support to delete your original bills

Does the account in question have significant heating or cooling loads?

Yes

No

Reach out to support, who will delete original bills, leaving an accurate total but a gap in your data (unless you have a means of distributing the lumped sum).

Reach out to support, we will calculate how to distribute the correction bill.

- 1) Divide the corrected usage into one record for each FY, according to the # of days in each FY.
- 2) Create a C- account, and enter those values.
- 3) Reach out to Support, who will delete original bills.