



**FINANCE AND ADMINISTRATION CABINET  
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**AGENCY CONTACT MEMORANDUM**

To: Agency CIOs, Technical Contacts

From: Phil Baughn  
Chief Information Officer  
Commonwealth of Kentucky

Date: May 28, 2010

Subject: Notification of COT Billing Rollup Format Change

A new billing statement, summarizing your bill in a simpler and more customer-friendly way, is on the way. The new format will be incorporated into your May 2010 invoice.

To make the bill easier to understand, COT asked several customers to help redefine the service descriptors by taking out the 'techno speak' and using plain language as much as possible. These changes should make it easier for everyone to understand what they are being charged for. In addition to the wording changes, COT has also restructured the bill to assure that similar service types are posted together logically within the bill.

COT's eBill is now available to all agencies. eBill has also been modified to match the new printed bill format. Please check out the new eBill in GotSource at <https://gotsource.ky.gov/docushare/dsweb/View/Collection-1219>. Remember, you must log into GotSource to access your information. Be sure to contact the Commonwealth Service Desk if you have any problems accessing your agency's eBill folder.

If eBill meets your needs, you may want to consider discontinuing the printed invoices that you receive. This will result in additional cost savings for your agency.

For more information, please contact Ann Riggs, Executive Director, Customer and Business Services at 564-9145 or by email at [Ann.Riggs@ky.gov](mailto:Ann.Riggs@ky.gov).