

# Security Payments

Frequently Asked Questions



Following are the answers to some of the questions which are most often asked by our customers regarding security payments. Should you have any further questions or need clarification, please do not hesitate to contact our Customer Service Representative at 430-4300.

**Q Why do customers have to provide security for payment?**

**A** The method of billing for electricity after it has been used is convenient for customers. The electric energy is supplied and used instantly on customer demand and it cannot be returned after it has been delivered. Therefore, in accordance with good business practice, the Company may require security to be given by customers for payment of electricity bills. Section 15 (4), First Schedule of Caption 278 of the Electric Light and Power Act provides for the collection of security payments.

**Q How much security is required?**

**A** Security is normally required to cover three months of electricity bills.

**Q Which customers are required to provide security for payment?**

**A** All customers, except Barbadian residents who are categorised under our Domestic Service tariff, are normally required to provide security for payment. However, Barbadian residents under the Domestic Service tariff may be asked to provide security if they are delinquent in paying their bills.

**Q How can this security be provided?**

**A** Security for payment may be provided in the form of a cash deposit, a banker's guarantee or a continuing bond issued by a commercial bank or other approved financial institution.

**Q When is the interest on cash deposits paid to the customer?**

**A** Interest is added to the cash deposit daily at the interest rate set by the Company and approved by the Fair Trading Commission. At any time, a customer may request to have his or her deposit reviewed. If the level of the deposit plus accumulated interest is greater than the security requirement, and provided that no increase in usage is anticipated in the near future, the portion of the deposit plus interest that is in excess of the amount of security required may be refunded to the customer at their request.

**Q Are deposits reviewed only when a customer calls?**

**A** The Company reviews the security requirement from time to time. If the security held is less than the amount required, a request may be made for the customer to provide additional security. If greater, the excess may be refunded at the customer's request.

**Q When is the deposit refunded?**

**A** The cash deposit will be refunded with the accumulated interest when the account is terminated or arrangements are made to provide an alternative form of security (such as a banker's guarantee).

**Reminders!**

Outstanding balances on the account will be deducted from the deposit before refunding.

When you terminate your service contact us to claim any refund due.

Please ask our representative for the current rate of interest on cash deposits.

