

**U NOTICE**

- **NET VAT:** VAT from current bill, VAT from other charges and / or adjustments. This is the amount to be used for VAT reporting.
- **RC (read codes):** E – Estimate (a BL&P-generated reading, estimated based on previous usage if a Regular reading is not obtained), I-Interim (a computer-generated reading, estimated based on previous usage, for Domestic and General Service tariffs in months when a reading is not scheduled.), R-Regular (an actual scheduled meter reading by BL&P), C-Customer (a read provided by the customer), V-Verified (a read by a BL&P representative other than the meter reader).
- **Adjustments:** The sum of debits and credits applied to the accounts since the last bill which will include reversals, service charges, fees, allowances and other miscellaneous adjustments.
- **Bills Payment Office Hours :**
  1. Corner of Probyn and Bay Streets, Bridgetown and Garrison Hill -- Monday-Friday 7:30 a.m. to 4:00 p.m.
  2. Please direct Mail Payments to P.O. Box 1025, Bridgetown.
- Internet Payments can be made at The Bank of Nova Scotia, Butterfield Bank, FirstCaribbean and RBC Royal Bank.
- Use our Web Self-Service to access your accounts online at [www.blpc.com.bb](http://www.blpc.com.bb).
- **Customers should notify BL&P when they leave or sublet premises.** Otherwise they will be liable for charges incurred in their name.
- **For Domestic Services: BL&P reserves the right to disconnect service** if the bill or any part thereof remains unpaid **21 days** from date of issue.
- Bills for all other services are due on issue and BL&P reserves the right to disconnect service if the bill or any part thereof remains unpaid 10 days from date of issue.
- **Rate Schedules:** Domestic Service, General Service, Secondary Voltage Power, Large Power.
- Detailed Rate Schedules may be obtained from BL&P offices or visit our website at [www.blpc.com.bb](http://www.blpc.com.bb).

**V**

Detach this portion and return to us with your payment

**CONTACTS**

## Bill Queries

1. At our Customer Service Offices
  2. By Phone
- Emergency/Trouble Calls 430-4300  
 Other Business (P.O. Box 142) 436-9000  
 Fax Number 436-1800  
 Website 228-1396  
 Email [www.blpc.com.bb](http://www.blpc.com.bb)  
[customerservice@blpc.com.bb](mailto:customerservice@blpc.com.bb)

**Bill payments can be made:**

1. At our Customer Service Offices
2. To the mailing address: P.O. Box 1025, Bridgetown BB11000
3. Any SurePay location
4. At any branch of the following if you are paying by due date indicated and there are no arrears on the account
  - Butterfield Bank
  - The Bank of Nova Scotia
  - Barbados National Bank
  - Barbados Public Workers Co-Op Credit Union
  - FirstCaribbean International Bank (ABM only)
  - Post Office
  - RBC Royal Bank



THE BARBADOS  
**LIGHT & POWER**  
COMPANY LIMITED

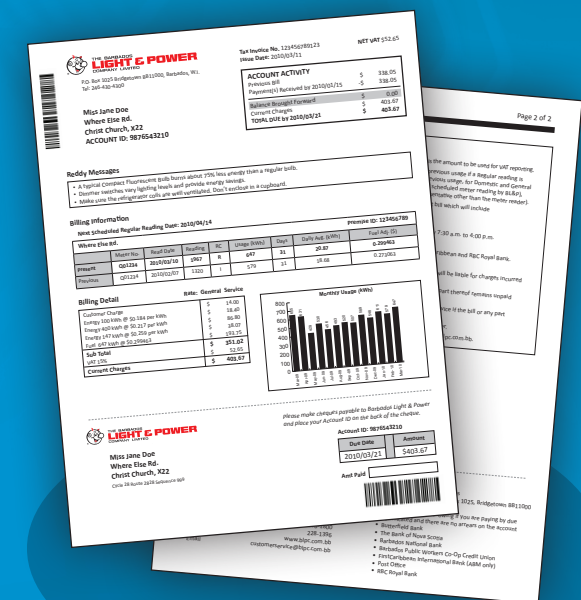
P.O. Box 142 Bridgetown  
BB11000, Barbados, W.I.

## HAVE QUESTIONS? WE'RE READY TO HELP

For more information, call a Customer Service Representative at 430-4300 or visit [www.blpc.com.bb/bill](http://www.blpc.com.bb/bill).

# GENERAL SERVICE

# get to know your new bill




[www.blpc.com.bb](http://www.blpc.com.bb)



THE BARBADOS  
**LIGHT & POWER**  
COMPANY LIMITED

## BILL INFORMATION

- A** The account name and address - these may differ from the billing name and address on the stub – see item **T**.
- B** The Account ID is the unique number for each customer. Multiple services can be associated with one account. Use this number for queries.
- C** This is the unique number for each bill, to be used for VAT reporting if required.
- D** The net VAT billed for the month to be included in VAT reporting. It includes VAT on the current billing, adjustments from the previous billing and other charges.
- E** The date that the bill is mailed.
- F** This will contain important messages including reminders and energy saving tips.
- G** The date that a meter reader is scheduled to visit the premises to obtain a Regular reading. This does not include interim readings – see item **U** on reverse side.
- H** The premise address.
- I** The unique identifier for each premise. Provide this when making inquiries on a specific electric service.
- J** The unique number for the meter registering your usage. It is located on the face of the meter.
- K** The dates of both the Present and Previous meter readings.
- L** The Present and Previous meter readings from which the Present Usage (kWh) is calculated.
- M** The read code (RC): R-Regular (actual), I-Interim, E-Estimate, C-Customer provided, V-Verified (by BL&P) - see **U** on reverse side.
- N** The amount of energy (kWh) used in the present and previous billing periods. Present Usage = [Present Reading - Previous Reading].
- O** The number of days of service in the Present and Previous billing periods.
- P** The average electricity used (kWh) per day in the Present and Previous billing periods. Daily Avg = Usage/Days.
- Q** The Fuel Clause Adjustment for the Present and Previous billing periods.
- R** The Tariff at which the service is billed.
- S** A graph of energy usage for up to 13 months.
- T** This stub should be detached and presented or mailed with the payment.
- U** Standard information relating to the Bill (reverse side).
- V** The Contact and Bill Payment information (reverse side).




**THE BARBADOS LIGHT & POWER COMPANY LIMITED**

P.O. Box 1025 Bridgetown BB11000, Barbados, W.I.  
Tel: 246-430-4300

**C** Tax Invoice No. 123456789123  
**E** Issue Date: 2010/03/11

**D** NET VAT \$52.65



**A** Miss Jane Doe  
**B** Where Else Rd.  
**C** Christ Church, X22  
**D** ACCOUNT ID: 9876543210

**ACCOUNT ACTIVITY**

Previous Bill	\$ 338.05
Payment(s) Received by 2010/01/15	-\$ 338.05
Balance Brought Forward	\$ 0.00
Current Charges	\$ 403.67
<b>TOTAL DUE by 2010/03/21</b>	<b>\$ 403.67</b>

**F** Reddy Messages

- A typical Compact Fluorescent Bulb burns about 75% less energy than a regular bulb.
- Dimmer switches vary lighting levels and provide energy savings.
- Make sure the refrigerator coils are well ventilated. Don't enclose in a cupboard.

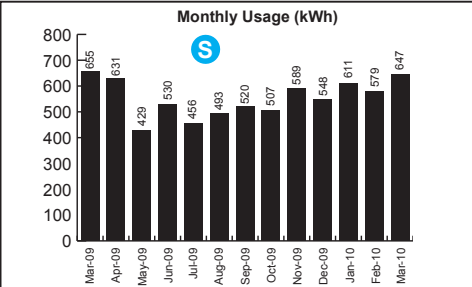
**G** Next Scheduled Regular Reading Date: 2010/04/14

Where Else Rd.		Premise ID: 123456789						
	Meter No.	Read Date	Reading	RC	Usage (kWh)	Days	Daily Avg. (kWh)	Fuel Adj. (\$)
Present	Q01234	2010/03/10	1967	R	647	31	20.87	0.299463
Previous	Q01234	2010/02/07	1320	I	579	31	18.68	0.273063


**Billing Detail** **R** Rate: General Service

Customer Charge	\$ 14.00
Energy 100 kWh @ \$0.184 per kWh	\$ 18.40
Energy 400 kWh @ \$0.217 per kWh	\$ 86.80
Energy 147 kWh @ \$0.259 per kWh	\$ 38.07
Fuel 647 kWh @ \$0.299463	\$ 193.75
<b>Sub Total</b>	<b>\$ 351.02</b>
VAT 15%	\$ 52.65
<b>Current Charges</b>	<b>\$ 403.67</b>

**Monthly Usage (kWh)**



**T**



**Miss Jane Doe**  
**Where Else Rd.**  
**Christ Church, X22**  
Cycle 28 Route 2828 Sequence 999

Please make cheques payable to Barbados Light & Power and place your Account ID on the back of the cheque.

Account ID: 9876543210

<b>12</b> Due Date	<b>13</b> Amount
2010/03/21	\$403.67

**14** Amt Paid



## FINANCIAL INFORMATION

- 1** The Total Due from the Previous Bill.
- 2** The date of the last payment and the total of all payments since the last bill.
- 3** The net amount carried forward after all payments and/or adjustments are applied to the previous bill.
- 4** The Current Charges from item **11** in the Billing Detail. For accounts with multiple services this will be the sum of all Current Charges.
- 5** The total of Balance Brought Forward and Current Charges. The date shown is the due date for Current Charges. The Balance Brought Forward amount is due immediately.
- 6** This is determined based on the customer's average usage in the last 12 months as per tariff.
- 7** The Base Energy charge which may consist of calculations for up to four usage blocks. The rates for each usage block will be shown here.
- 8** The Fuel Charge which is calculated by multiplying the Present Usage in item **N** by the Present Fuel Clause Adjustment in item **Q**.
- 9** The Sub Total of all charges above.
- 10** The VAT that is charged on the Sub Total from item **9**.
- 11** The Current Charge and is the sum of the Sub Total **9** and VAT **10**.
- 12** Due Date
- 13** The Total amount that the customer should pay on the account.
- 14** The customer can write the amount being paid when sending or bringing in a payment.