

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 :**
 - Corner of Probyn and Bay Streets, Bridgetown and Garrison Hill -- Monday-Friday 7:30 a.m. to 4:00 p.m.
 - 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.
- 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.

V

Detach this portion and return to us with your payment

CONTACTS

Bill Queries

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

Bill payments can be made:

- At our Customer Service Offices
- To the mailing address: P.O. Box 1025, Bridgetown BB11000
- Any SurePay location
- 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.

GENERAL SERVICE

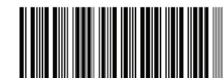
get to know your new bill



THE BARBADOS
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www.blpc.com.bb

- 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).



- 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 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.