

Energy Made Easy

Reading your Grenlec Bill

We know there's a lot of information printed on your Grenlec bill, but it's all there to help you understand your charges. Understanding your bill can help put you in control of how much energy you use.

We've simplified and explained some important aspects of your bill.

1 Meter Number

A multi-digit identification number displayed on your meter.

2 Access Number

Unique number that allows you to quickly access your bill balance using Grenlec's 24 hour telephone enquiry service. Call 237 to access.

3 Customer Number

Identifies you as a customer.

4 Account Number

Identifies your location/apartment.

5 Meter Readings

A continuous record of usage recorded by your meter at particular times. To get your present usage, deduct the most recent reading from the previous one.

6 Number of Days

Number of days for which you're billed this period. To calculate, count the days between your most recent meter reading and the previous one (billing period — see no. 5).

7 Usage This Period

Number of kWh (units) you used during this billing period.

8 Fuel and Non-Fuel Rates*

Separated to show what is included in your total cost.

- **Fuel:** Average price of fuel used to generate your electricity over the last 3 months; adjusted monthly.
- **Non-fuel:** cost of getting electricity to you, including administrative and maintenance of electricity poles, lines, generators, transformers etc.; adjusted annually based on inflation.

9 Due Date

Notice of final date by which you must pay the current portion of your bill.

10 Current Electricity Charges

Total non-fuel and fuel charges for this billing period.

11 Environmental Levy

Collected on behalf of the Solid Waste Management Authority.

12 Valued Added Tax (VAT)

15% applicable on the non-fuel portion of your bill. Domestic customers are exempted up to the first 99 units used.

13 Electrical Usage History

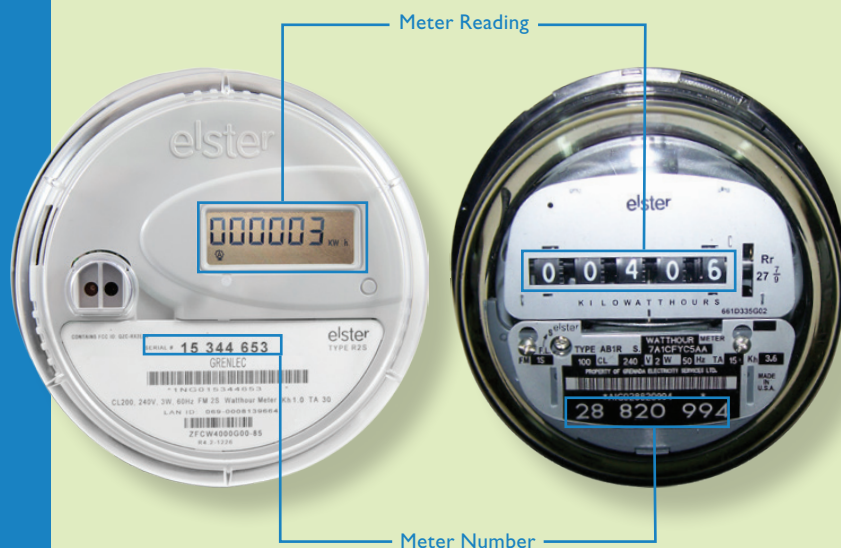
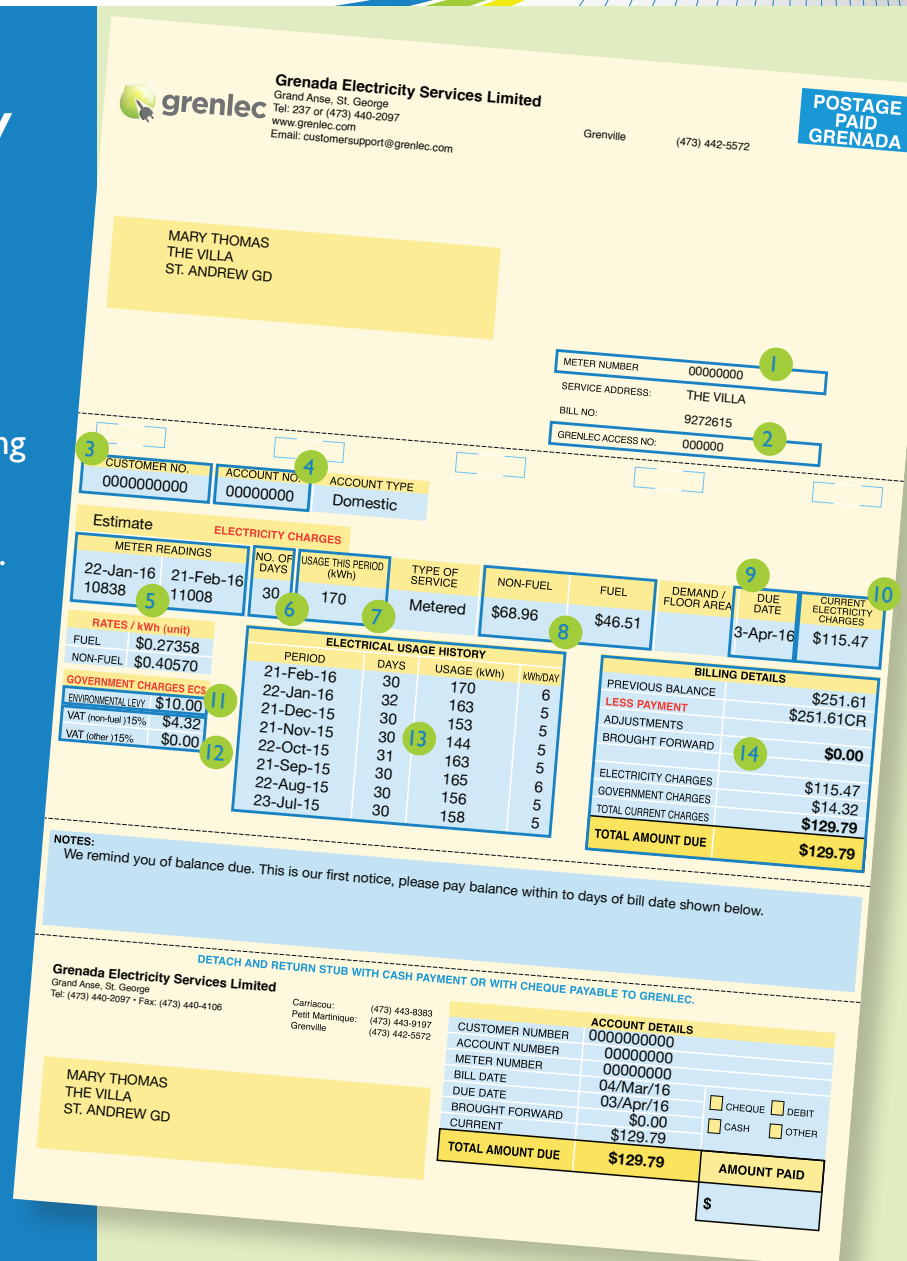
A record of your electricity usage for the past 8 months.

14 Billing Details

A summary of your account which includes your:

- **Previous Balance:** The amount on your last bill.
- **Less Payment:** Payment made to last bill.
- **Adjustments:** Any charges for other transactions processed on your account.
- **Brought Forward:** Arrears from previous bills, which you must pay urgently now; these are added to current electricity charges.

* Rates shown on bill example are for the period March 2016. Rates are subject to change.



For all your bill enquiries
CALL OUR
24-HOUR HOTLINE **237**