

# BILL EXPLANATION & GENERAL INFORMATION

## Explanation of Transactions

- Account Number** - The Customer's account reference number.
- Bill Date** - The date of issue of the current bill. This is approximately 27 days from last billing.
- Charges/Credits** - all other charges, credits and adjustments (e.g., cash, sales) excluding VAT charges / adjustments.
- Current Bill** - The rates applicable for your type of service (e.g. Domestic, Commercial) which is applied to your current electricity usage.
- Current Charges** - Displayed in the Billing Summary, it displays the sum of "Total Current Charge" if there are multiple services on the bill (electricity and street lighting).
- Days** - The days of service for this bill.
- Customer T.I.N.** - The Customer's Taxpayer Identification Number (T.I.N.).
- Deposit** - The amount of deposit held by LUCELEC.
- Deposit Interest** - The interest accrued on the deposit as of the Bill Date.
- Description to the Balance (Debit or Credit)** - Includes Previous Balance, Payments and any adjustments prior to this billing.
- Due by Date** - The date by which payment is required (i.e. 27 days of bill date).
- Fees** - These include Returned Cheque Fees, Disconnection Fees and Meter Test Fees. All are subject to VAT.
- From and To Date** - Period of consumption from last billing.
- Fuel Cost Adjustment** - The charge per kWh for the difference between the base price and current price of fuel used in the production of electricity.
- Invoice ID** - This is a unique identifier for each bill produced by LUCELEC mandated by the VAT office.
- Loc. ID** - The Customer's Location Identification number. This will be utilised to retrieve customer account information.
- LUCELEC VAT T.I.N** - This is LUCELEC's Taxpayer Identification Number mandated by the VAT office to be displayed on every invoice.
- Monthly Usage kWh** - Displays up to 13 months consumption history.
- Net VAT Amount** - The total VAT amount for this invoice for both services and fees.
- Past Due** - This is notification of an overdue amount, for which LUCELEC can disconnect if payment is not received immediately.
- Payments as at (Date)** - Total payments since the last Bill Date. Note that the date here is the date of the last payment made on the bill.
- Previous Balance** - The total amount due from the prior billing.
- Service Address** - The precise area where the electricity supply is consumed.
- Tariff** - The type of service provided which determines the rate being charged to the customer.
- Tariff Reduction** - A rebate given to certain customer classes as mandated by Government.
- Tax Invoice** - Mandated by the VAT Office to allow customers to use this invoice for Tax purposes.
- Total Amount Due** - Total current bill plus previous balance.
- Total Current Charge** - Displayed in the billing details; shows the total charge for a single service.
- Usage kWh** - Total number of units consumed in kWh since last billing.
- VAT on Electric** - VAT applied to cost of electricity consumed.
- VAT on Fees** - VAT applied to fees.

## Account Payment Policy

It is the responsibility of electricity consumers to make payments of all amounts billed within 27 days of the billing date. All amounts still owing after 27 days are subject to disconnection without further notice.

## Read Types

- RR - Regular Read obtained from Meter Reader / Online.
- EST - Estimated read based on historical usage.
- CUTOFF - Reading obtained when a customer moves out of a location.
- CUTON - Reading obtained when a customer moves into a new location.
- PULL - Reading obtained when a meter is withdrawn.

## Payment Methods/Locations

Payments may be made by cash or cheque at the following locations:

- |                                    |                     |  |                     |
|------------------------------------|---------------------|--|---------------------|
| • Castries Administration Office   | 457-4400            | • Choiseul Credit Union                  | 459-3119            |
| • Rodney Bay Office                | 457-4440            | • Mon Repos Credit Union                 | 455-3370 / 455-3372 |
| • Vieux Fort Administration Office | 457-4851            | • Saltibus Credit Union                  | 455-1523            |
| • Soufriere Office                 | 457-4841            | • St. Lucia Civil Service Co-operative   | 452-4807            |
| • 1st National Bank                | 455-7000 / 454-6213 | • Dennerly Community Co-operative        | 453-4189            |
| • National Farmers Credit Union    | 458-1268            | • Consolidated Foods Ltd. - Bill Express | 457-2421            |
| • Laborie Credit Union             | 454-6090            | • Mabouya Valley Credit Union            | 453-8024            |
|                                    |                     | • West Coast Credit Union                | 451-4980            |
|                                    |                     | • Bank of Saint Lucia Ltd.               | 456-6000            |
|                                    |                     | • First Caribbean International Bank     | 456-1000            |

## Debt Collection Agents

- A.J.Duke Collection Agency 452-7962

## Online Payments via the following Banks

- Bank of Saint Lucia 456-6000
- First Caribbean International Bank 456-1000
- 1st National Bank 455-7000
- ScotiaBank 456-2100
- Royal Bank of Canada 456-9200

Customers may also mail cheques.

*(Ensure you have sufficient time for the payment to reach us before the Due By Date.)*

## Disconnection / Reconnection Policy

Disconnection can occur any time after the Due By Date shown on your bill.

After the Due By Date it is the customer's responsibility to ensure our collection department is informed of any payment made at any location other than our Administration offices. When disconnection occurs reconnection will only be done after full payment of the arrears, reconnection fee and additional deposit if applicable.

## Your Responsibility Regarding Damage

When your service is disconnected for non payment of arrears, you are responsible for taking whatever action necessary to protect your assets. LUCELEC will not be held responsible for any damage including the loss of frozen food.

## Business Hours Administration Offices

- |                                    |                  |                           |
|------------------------------------|------------------|---------------------------|
| <b>Vieux Fort &amp; Soufriere:</b> | Monday to Friday | <b>8:00 am - 4:00 pm</b>  |
| <b>Sans Souci:</b>                 | Monday to Friday | <b>7:30 am - 4:00 pm</b>  |
| <b>Rodney Bay:</b>                 | Monday to Friday | <b>8:00 am - 4:00 pm</b>  |
|                                    | Saturday         | <b>8:30 am - 12:30 pm</b> |

## General Information & Other Services

### 24 - Hour Emergency Trouble Call Center

**In the North** – including customers in and North of Dennerly and Canaries.

**Call 452-2165**

**In the South** – including customers in and South of Praslin on the East coast and Bouton on the West coast.

**Call 454-6617**

### 24 - Hour Account Inquiry

**Dial 457-4433** for account billing and payment information.

### Customer Call Centres

Services such as new customer applications, tenant changes and general inquiries are provided at our Administration offices at Rodney Bay, Castries, Soufriere and Vieux Fort at **457-4400**.

You may also visit our website at <http://www.lucelec.com>