

GET TO KNOW Your NEW LUCELEC Bill

Invoice ID
A unique identification number for each bill.

**Tax Invoice
LUCELEC VAT T.I.N**
Will appear on all bills.

Billing Summary
A synopsis of your account at the date of billing.

Barcode
To process your bill quickly. Not for use by other bill payment services.

Past Due
Only shows if account is overdue.

Due Date
for payment of **only the current charges and fees.** Any arrears must be paid **immediately** to avoid disconnection.

Account Information
Includes the data on your account.

Monthly Usage Graph
A thirteen (13) month history of your electricity usage.

Portion of Bill for Payment
Displays account information, the total amount due, and the due date for **only the current charges and fees.** Remember any amounts in arrears must be paid immediately to avoid disconnection.

Customer T.I.N.
Customer's VAT Registration number and VAT on fees, if applicable.

Meter & Usage Information
Your meter readings and usage for the current billing period.

Billing Details
Information on your usage, fuel cost adjustment or fuel surcharge and tariff rates.

Message Box
Will highlight any arrears which must be paid immediately to avoid disconnection and any notices, greetings, tips or promotions we'd like to share with you.

Saint Lucia Electricity Services Limited
P.O. Box 230, Sans Souci, Castries, St. Lucia, WI | Phone: 758-457-4400 | Fax: 758-457-4401
Email: lucelec@candw.lc | Website: www.lucelec.com

Invoice ID: 1234
TAX INVOICE
LUCELEC VAT T.I.N: 0177467

PAST DUE
PAY IMMEDIATELY
IGNORE IF PAID

Billing Summary

Previous Balance	\$	175.81
Payment(s) as at 2012/12/17	\$	-100.00
Charges / Credits	\$	-20.00
Fees	\$	50.00
VAT on Fees (15%)	\$	7.50
Balance Brought Forward	\$	113.31
Current Charges	\$	202.92
Total Amount Due	\$	316.23

Customer T.I.N.: 0123456
Net VAT Amt: \$7.50

Account No: 2002000
Bill Date: 2012/12/27
Tariff: Electric Domestic
Service Address: 123 Main St
Loc ID: 04563217

Deposit: \$200
Interest: \$17.09

Meter and Usage Information

Meter No.	From Date	To Date	Days	Previous Read	Current Read	Read Type	Usage	Fuel Cost Adj.
mb-0123	2012/11/26	2012/12/24	28	1013	1230	EST	217	0.066

Monthly Usage (kWh)

Month	Usage (kWh)
Dec-11	222
Jan-12	213
Feb-12	276
Mar-12	215
Apr-12	267
May-12	216
Jun-12	235
Jul-12	245
Aug-12	300
Sep-12	312
Oct-12	226
Nov-12	212
Dec-12	217

Billing Details

Usage Blk 1 (180 kWh @ 0.8670)	\$	156.06
Usage Blk 2 (37 kWh @ 0.9170)	\$	33.93
Fuel Blk 1 (180 kWh @ 0.0660)	\$	11.88
Fuel Blk 2 (37kWh @ 0.0660)	\$	2.44
Tariff Reduction (217 kWh @ -0.0064)	\$	-1.39
Subtotal	\$	202.92
VAT on Electric (0%)	\$	0.00
Total Current Charge	\$	202.92

LUCELEC Messages

Your Account is past due and can be disconnected if not settled immediately. Please make payment directly at LUCELEC offices and not to Collection Agencies for the following amount: \$55.81

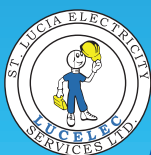
Please present this portion with your payment

Account No: 2002000
Total Due: \$ 316.23

Payment Enclosed

More features for your benefit including:

- More rate information
- Comprehensive breakdown of your electricity use
- Thirteen month energy consumption graph to help you track your energy usage
- Barcode for fast payment at LUCELEC Customer Service



The Power of KNOWING

For more information, check the back of your bill and the back of this insert.

P.O. Box 230, Castries
St. Lucia, WI
Tel: 758 457 4400
Fax: 758 457 4409
Email:
lucelec@candw.lc
WebSite:
www.lucelec.com

GET TO KNOW Your NEW LUCELEC Bill

Back of the Bill
A detailed directory
of information, payment details
and LUCELEC customer
service information.

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
• Rodney Bay Office	457-4440
• Vieux Fort Administration Office	457-4851
• Soufriere Office	457-4841
• 1st National Bank	455-7000 / 454-6213
• National Farmers Credit Union	458-1268
• Laborie Credit Union	454-6090

• Choiseul Credit Union	459-3119
• Mon Repos Credit Union	455-3370 / 455-3372
• Saltibus Credit Union	455-1523
• St. Lucia Civil Service Co-operative	452-4807
• Dennery Community Co-operative	453-4189
• Consolidated Foods Ltd. - Bill Express	457-2421
• 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
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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

Vieux Fort & Soufriere:	Monday to Friday	8:00 am - 4:00 pm
Sans Souci:	Monday to Friday	7:30 am - 4:00 pm
Rodney Bay:	Monday to Friday	8:00 am - 4:00 pm
	Saturday	8:30 am - 12:30 pm

General Information & Other Services

24 - Hour Emergency Trouble Call Center

In the North - including customers in and North of Dennery 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

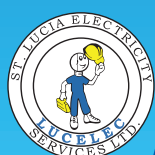
24 - Hour Account Inquiry

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>



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KNOWING**

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