

Note

This leaflet provides a set of simple and easy to follow guidelines in order to help **you** keep up with the payment of **your** monthly bills.

Each household is unique! For advice on how **you** could reduce your electricity consumption, see our “Simple Guidelines To A Money-Saving Home” Leaflet.



Remember, this leaflet is for information purposes only.



**Gibraltar Electricity
Authority**

Simple Guidelines To Paying Your Bills



Gibraltar Electricity Authority

Consumer Services Office
Rosia Road Electricity Centre
Gibraltar
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**Use electricity wisely
... and safely**

Are **you** finding it hard to pay **your** current electricity bills?

Is **your** electricity account in arrears?

Want some guidelines that might help **you** pay off **your** debt?

If you are a registered electricity consumer, you might want information regarding electricity bills and payments. Read on for guidelines on possible ways to meet your electricity costs.



Electricity

Electricity is an essential supply that we all take for granted! It is used and forgotten ... until you receive your bill!!!!

Electricity must be paid for and bills must be settled promptly. If you do not pay your bill we may have to cut off your supply.

Tell us ...

... **if** you are getting any **Social Assistance** or **Unemployment Benefit**. *Proof must always be provided.*

... **if** you, or any person residing at your premises has any **diagnosed medical condition** which requires the supply of electricity for any apparatus required for the treatment of such condition.

We shall not pry into your affairs, however ...

If you do not contact us, your supply may be cut off.

Your supply will not be cut off ...

... **if** you have entered into a Repayment Agreement for your electricity arrears and you are settling all instalments by the due dates, as well as settling all Current Bills as and when these are received. *For more information on such Repayment Agreements, please contact our Consumer Services Office.* Once we have agreed an arrangement with you, we shall put it in writing. **We shall keep our side of the agreement; you must keep yours.**

... **if** you have occupied premises and have made the necessary arrangements to register as the Consumer of the electricity supply.

... **if** you **do not exceed the 60 Credit Days** offered for the settlement of Current Bills as from the bill date.

Your supply will be cut off ...

... **if** you exceed our Credit Terms for the settlement of Current Bills.

... **if** you do not adhere to the Terms and Conditions within the Repayment Agreements.

Tips

Do you suffer delays in receiving your bills through the post? Do you want a guaranteed method of receiving your monthly bills? Then why not take advantage of AquaGib Limited's facilities and fill in the "Bill Delivery By E-mail" form.

Do you find your current payment method [cheques or cash] an inconvenience? Do you have to stand in a queue every time you pay your bill? AquaGib Limited offers you the facility to pay your monthly bills on time and without the need for you to leave your house or office through Direct Debit. Just fill in a "Direct Debit Mandate" form to benefit from this facility.



Remember

Should you want any of the forms mentioned above, please ask our staff at the Consumer Services Office who will be more than happy to assist you in your request.

In order to set up a Repayment Agreement to pay off your electricity arrears, please contact our Consumer Services Office staff on the contact details found in this leaflet.

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