

Helpful Information About Your Electricity Use

During the festive seasons, you may notice an increase in your electricity use. Before thinking that there may be a problem with your electric meter, please consider that there can be several other reasons for increased electricity usage:

Changes in the number of people and activities at your residence. School children on vacation or additional family members and house guests can increase your use of lights, cooling equipment, appliances, hot water, TVs, and other electronics.

Extra decorative lighting during festive seasons inside and outside your home can also increase usage.

Increased use of cooling equipment, including air conditioners, fans and other appliances.

Estimated electric bills. Sometimes our meter readers are unable to access your meter because your home or business is gated or unoccupied, there may be aggressive dogs on the property, inclement weather conditions exist, or other obstructions prevent a reading. Also, occasionally we need to verify the readings when the meter shows inconsistencies, such as no consumption. When these circumstances occur, an estimated bill is calculated based on your previous usage patterns. The bill is labelled as an "estimate" in the top left hand corner of the middle portion of your bill. When we are able to obtain an actual reading, we adjust your bill. When you receive an estimated bill, please call us at 237 or (473) 440-2097 to discuss.

Variance in number of days between electricity meter readings. The number of days between readings varies because of the number of days in a month, public holidays and weather conditions, which will affect your monthly charge. Please pay attention to the average daily use in the usage history to compare consumption from month to month.

Faulty electrical equipment. If there's a mechanical problem with your air conditioner, water heater, refrigerator, pool pump, washing machine, clothes dryer or dishwasher, you may be using more electricity than normal. Also, a ground fault in the electrical system can cause electricity that you are paying for to flow into the earth.

Windows and doors left open or that aren't properly sealed while the air conditioning is running will increase your cooling costs.

Refrigerator or freezer doors not closed properly or opened frequently can run up electricity use.

Changes in electricity rates. Your electricity bill is comprised of a fuel charge which is adjusted monthly, as well as a non-fuel charge which is adjusted annually. Since January 2015, the fuel charge has decreased by more than eight cents per unit (kWh) because of falling world fuel prices, and the non-fuel component was reduced by 3.2% in November 2014.

| CUSTOMER NO. | ACCOUNT NO. | ACCOUNT TYPE |
|--------------|-------------|--------------|
| 0000000000 | 00000000 | Domestic |

| METER READINGS | | NO. OF DAYS | USAGE THIS PERIOD (kWh) | TYPE OF SERVICE | NON-FUEL | FUEL | DEMAND / FLOOR AREA | DUE DATE | CURRENT ELECTRICITY CHARGES |
|----------------|-----------|-------------|-------------------------|-----------------|----------|---------|---------------------|-----------|-----------------------------|
| 23-Jun-15 | 25-Jul-15 | 32 | 252 | Metered | \$104.70 | \$99.28 | | 17-Sep-15 | \$203.98 |

| RATES / kWh (unit) | |
|--------------------|-----------|
| FUEL | \$0.39398 |
| NON-FUEL | \$0.41550 |

| GOVERNMENT CHARGES ECS | |
|------------------------|---------|
| ENVIRONMENTAL LEVY | \$10.00 |
| VAT (non-fuel) 15% | \$9.54 |
| VAT (other) 15% | \$0.00 |

| ELECTRICAL USAGE HISTORY | | | |
|--------------------------|------|-------------|---------|
| PERIOD | DAYS | USAGE (kWh) | kWh/DAY |
| 25-Jul-15 | 32 | 252 | 8 |
| 23-Jun-15 | 26 | 187 | 7 |
| 28-May-15 | 30 | 221 | 7 |
| 28-Apr-15 | 30 | 248 | 8 |
| 29-Mar-15 | 32 | 274 | 9 |
| 25-Feb-15 | 30 | 250 | 8 |
| 26-Jan-15 | 29 | 235 | 8 |
| 28-Dec-14 | 32 | 272 | 9 |

| BILLING DETAILS | |
|-------------------------|-----------------|
| PREVIOUS BALANCE | \$165.60 |
| LESS PAYMENT | \$165.60CR |
| ADJUSTMENTS | |
| BROUGHT FORWARD | \$0.00 |
| ELECTRICITY CHARGES | \$203.98 |
| GOVERNMENT CHARGES | \$19.54 |
| TOTAL CURRENT CHARGES | \$223.52 |
| TOTAL AMOUNT DUE | \$223.52 |

The sample bill illustrates labelling for estimated usage and the 8-month usage history table.

If your electric bill is not what you expect

Have your electrician check for faults on your system and engage Grenlec if the problem is not with your wiring or equipment.

Record your own meter readings to compare with Grenlec's. However, note that your reading will be somewhat different if it is not done at the same time as Grenlec's.

Compare your usage (units/kWh) on your present bill with that of the electricity usage from same time last year or over the last few months. You can also refer to the eight-month usage history chart on your bill. If there's a significant difference, be sure to consider any changes in your lifestyle, such as an additions to your home, new appliances, an additional family member, guests, more time spent at home, weather conditions, or if you've experienced any appliance or equipment problems. In addition, please compare the difference in rates and the number of days between meter readings.



The typical electrical meter above shows where to read the amount of electricity consumed.

About Grenlec's electricity meter accuracy standards:

Grenlec purchases new electricity meters that are tested and certified by reputable manufacturers. For each batch of meters we receive, the Grenada Bureau of Standards tests random samples. The role of the Bureau includes the testing and calibration of precision instruments to ensure quality, safety and efficiency for consumer confidence and protection.

If a customer believes that his or her meter is faulty, the customer can request that the Grenada Bureau of Standards test the meter. If the meter is found to be faulty, Grenlec will pay for the testing and a replacement meter, as well as any billing discrepancy to correct the problem.

For assistance from the Bureau, please visit their office at Queen's Park, St. George or call 440-5886/6783.

"We purchase high quality meters manufactured

by companies with a track record for proven technology, functionality and reliability. This, in addition to the testing conducted by the Grenada Bureau of Standards, helps ensure meter accuracy for our customers," says Eric Williams, Grenlec's Manager of Transmission and Distribution.

For more information about how to read your meter and reduce your energy usage, please visit grenlec.com, or call our Customer Care team at 473-440-2097 with any questions.