

FACTORS THAT MAY INCREASE YOUR ENERGY USE

Use the Usage History Table on your bill to compare your usage (units/kWh) to the same period last year or over the past few months.

Changes in the number of people and activities at your home – Children on vacation or additional house guests can increase your use of lights, cooling equipment, appliances, hot water, TVs and other electronics.

Decorative lighting during festive seasons can also increase usage.

Increased use of cooling equipment such as air conditioners, fans and other appliances can contribute to a change in your bill.

Faults in Electrical Installations and Equipment – Mechanical problems with electrical equipment may lead to higher electricity usage than normal. Ground faults in electrical systems can cause some of your electricity to flow into the earth.

Open or loosely sealed windows and doors in air conditioned spaces will increase cooling costs.

Variance in the 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 on your bill to compare consumption from month to month.

Estimated Bills are issued when Grenlec is unable to access your meter or needs to verify a reading. Estimated bills are clearly marked and calculated based on your usage pattern.



Understand Your Grenlec Bill



For more information

Phone: 237 or 440-2097

Email: customersupport@grenlec.com

www.grenlec.com

P.O. Box 381, St. George's
Grenada

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Your Grenlec Bill Explained



1 Bill Amount
Total amount that the customer owes to Grenlec.

2 Due Date
Notice of final date by which customers must pay the total current charges (6). The **Brought Forward** balance (*arrears*) (8) is past due and must be settled urgently to avoid disconnection.

3 Account Details
Meter readings

Meter Number: A multi-digit identification number on the meter.

Previous Read: The date on which the meter was read for the previous bill.

Current Read: The date on which the meter was read for the current bill.

Number of Days: Number of days for which the customer is billed this period. To calculate, count the days between current and previous meter reading.

Usage this Period

Number of kWh (units) customer used during the billing period. To calculate, deduct the previous read from the current read.

Service

Customers' service may be categorised as domestic, commercial or industrial. Service may be metered or fixed (e.g. private street lights).

4 Electricity Charges
Shows the individual elements of the total cost.

Metered Non-Fuel: Cost of getting electricity to the customer, including administrative and maintenance of electricity poles, lines, generators, transformers, etc.

Metered Fuel: Average price of fuel used to generate customer's electricity over the last 3 billing periods; adjusted monthly.

5 Government Charges

Environmental Levy: Collected on behalf of the Grenada Solid Waste Management Authority.

- Less than 99 kWh: \$0
- 99–149 kWh: \$5.00
- 150+ kWh: \$10.00

6 Total Current Charges

Sum of total electricity charges (4) and total government charges (5) for the billing period.

1 BILL AMOUNT: \$392.34

2 DUE DATE (current charges): 30 Jun 2023

3 ACCOUNT DETAILS

Meter No.	Customer No.	Previous Read	Current Read	Total	Service
00000000	0000000000	13 Mar 2023	14 Apr 2023	32 Days	Domestic
40422		40543		121 kWh (usage)	Metered

4 SUMMARY OF CHARGES

Category	Amount
ELECTRICITY CHARGES	
Metered Non-Fuel (121 kWh @ \$0.405702)	\$49.09
Metered Fuel (121 kWh @ \$0.610000)	\$73.81
Total Electricity Charges	\$122.90
GOVERNMENT CHARGES	
Environmental Levy	\$5.00
VAT Non-Fuel	\$0.67
VAT Other	\$0.00
Total Government Charges	\$5.67
GOVT SUBSIDY	\$0.00
TOTAL CURRENT CHARGES	\$128.57

5 THIS IS AN ESTIMATED BILL

Your usage has been estimated this billing period. Contact us at telephone no. 237 or email customersupport@grenlec.com to arrange or submit a meter reading.

6 ELECTRICAL USAGE HISTORY

Daily Average

Billing Period End Date	kWh
14-Apr-23	4
13-Mar-23	4
09-Feb-23	4
10-Jan-23	4
09-Dec-22	4
10-Nov-22	4

7 ACCOUNT NO. 00000000

8 ACCESS NO. 000000

8 ACCOUNT SUMMARY

Bill No.	Bill Date	Amount
00000000	31 May 2023	
Previous Balance		\$263.77
Less Payments		\$0.00
Adjustments		\$0.00
Brought Forward		\$263.77
Electricity Charges		\$122.90
Government Charges		\$5.67
Gov't Subsidy		\$0.00
Total Current Charges		\$128.57
TOTAL AMOUNT DUE		\$392.34

9 BILL ANALYSIS

Description	Billing Days	kWh	Daily Avg
Current Period	32	121	4
Last Period	32	116	4
Last 6 Periods (Avg)	31	117	4
Last 12 Periods (Avg)	34	153	5

7 Mobile App Identifiers

Account Number: Identifies customer's location/apartment.

Access Number: Unique customer identification number.

8 Account Summary

Previous Balance: Bill amount on the customer's last bill.

Less Payment: Payment made to last bill.

Adjustments: Any charges for other transactions processed during the billing period.

Brought Forward: Credit or arrears from previous bills.

Credits are subtracted from and arrears are added to the total current charges (6).

Arrears are past due amounts that must be settled urgently to avoid disconnection.

9 Estimated Bill

If the bill is estimated, this note will be included.

10 Usage History

Electrical Usage History: Chart depicting daily average usage history. To get this figure, total usage (3) is divided by number of days during the billing period (3). This is the most accurate indicator of increases or reductions in consumption.

Bill Analysis: Provides a comparison of billing and usage statistics over a period of time.