



STAYING ON TOP OF YOUR ELECTRICITY BILLS

Choose the right payment method
and make it easier
to manage your bills.



Gibraltar
Electricity
Authority

24 Hr Fault Report Service:
(+350) 20075957
(+350) 58465000
(+350) 58466000
consumer@gibelec.gi
f www.facebook.com/GibElec
t www.twitter.com/Gib_Elec



Gibraltar
Electricity
Authority

Are you struggling to pay your Electricity Bills?

WE CAN HELP!

The first step is to let us know.

Please contact our Customer Service team without delay on **(+350) 20049235** or email us on **arrears@gibelec.gi**.

It is important you tell us if you rely on Electricity Supply for any equipment you may have as a result of a disability or a long-term illness, if you are in receipt of Social Assistance, or if you have had a major change in your circumstances.

NOTE:

ONCE WE HAVE BEEN ABLE TO DISCUSS YOUR SITUATION, WE WILL TRY TO OFFER YOU A SOLUTION.

Do you owe Electricity Bills from a previous address?

Your Electricity Supply can be disconnected if you owe Electricity Bills from a previous address.

Contact us and we may be able to offer you a **Payment Plan** to allow you to settle your debt in instalments over a reasonable period of time.

Once we have agreed a payment plan with you, we shall put it in writing. We shall keep to our side of the payment plan, if you keep to yours.

What happens if you don't pay?

REMEMBER:

ELECTRICITY BILLS ARE DUE ON DEMAND.

Failure to settle your Electricity Bill within 60 days from the date of issue and/or your Payment Plan instalments, may result in your Electricity Supply being disconnected.

Has your Electricity Supply been disconnected?

You will need to contact us to arrange the settlement of your debt and associated administrative costs, before your Electricity Supply is reconnected.

If our offices are closed, you may be able to contact our **24 Hour Fault Report Service**. Your Electricity Supply may be reconnected if you agree to the terms of our Letter of Undertaking. Please note additional costs may apply.

What can you do to avoid disconnection?

CHOOSE THE RIGHT PAYMENT METHOD



Go Paperless- save time, effort, money and trees. Paperless billing will allow you to access your Electricity Bills instantly and avoid any delays in the post.



Online- follow the links on your Paperless bill and pay your Electricity Bills without having to leave the comfort of your own home.



Direct Debit- avoid the queues and sign up for Direct Debit, the easiest way to settle your Electricity Bills and avoid your Electricity Supply being disconnected for the non-payment of bills.



Call (+350) 20041288 ext.1- settle your Electricity Bill at your own convenience, and pay over the phone with the use of a Debit/Credit Card.



Traditional Payment Method- Cash, Cheques and Debit/Credit Cards are accepted at AquaGib Limited's offices.

NEED EXTRA HELP?

Free, independent advice can be sought from the Gibraltar Citizens Advice Bureau, in particular from their Money Advice clinic by contacting them on **(+350) 20040006** or alternatively by emailing them on **info@cab.gi**.