



# NEW BILL FORMAT EXPLAINED



As mentioned in our latest leaflet and as part of our ongoing commitment to our customers, we are introducing a new bill format. During the second quarter of 2015, you will start to receive two separate bills in the same envelope; one for your water consumption (AquaGib Ltd) and one for your electricity consumption (GEA). Below we have provided an explanation on understanding the new bill format.



Consumer Services Office  
Rosia Road Electricity Centre  
4-8 Rosia Road  
Gibraltar GX11 1AA  
Tel: **(+350) 20074191**  
Fax: (+350) 20048935  
Email: [consumer@gibelec.gi](mailto:consumer@gibelec.gi)  
Web: [www.gea.gi](http://www.gea.gi)

24 Hr FAULT REPORT SERVICE:  
(+350) 20075957  
(+350) 58465000  
(+350) 58466000

1. Customer Mailing Address

1

Account Number:  
Account Name:  
Meter Address:  
Date:

2. Customer Account Number & Account Name  
3. Meter Address  
The location of the Meter may be different to the Customer Mailing Address

4. Meter Data: Information used to calculate your consumption

4 **Meter Data**  
**Meter Number:**  
Current Reading Date:  
Current Reading:  
Previous Reading Date:  
Previous Reading:  
Consumption:

5 **Costs**  
**Tariff: Units Consumed:**  
Tariff Total:  
FCA Total:  
Standing Charge Total:

5. Costs  
Breakdown of units consumed and associated costs during the current billing period.

6 **Electricity Bill Issued in**

7. Notice Board  
Further information to be provided by your utility provider as and when available

7 **Notice Board**

8 **Usage History**  
Your Historical Usage in Units (kWh) Previous 12 Months

8. Usage History  
Graph showing last 12 months usage history

9. Reminder / Informative Note

9 Please note your Account Number may also include other Utility Charges, which may have been billed separately. To avoid Disconnection of either of your Utility Supplies, please ensure that your Utility Bills are paid Promptly. Please also note unallocated credits are not shown.

10. Aged Debt  
Table showing outstanding bills and respective periods

10 **Aged Debt**

Previous					<b>BALANCE</b>

For a statement of your account please contact AquaGib Ltd.



See reverse for more payment options

We are always trying to provide our customers with innovative and helpful services that reduce our impact on the environment, and paperless billing is the latest step towards a greener, sustainable approach to our services. If you have any questions on the new bill format, or wish to sign up to paperless billing, simply contact our Customer Service Department via email at [customerservice@aquagib.gi](mailto:customerservice@aquagib.gi) or via telephone on +350 20041288 Ext 1.

