



Trinidad and Tobago Electricity Commission Electronic Billing Terms and Conditions

The Trinidad and Tobago Electricity Commission (hereinafter referred to as the Commission) Electronic Billing Terms and Conditions (hereinafter referred to as EBTC) are in addition to the Electricity Supply Agreement and the General Conditions of Supply Agreement, as agreed between the Parties, collectively referred to as 'the Agreement.' In the event there is a conflict between the above, the following EBTC Terms and Conditions would govern. By agreeing to the following EBTC, you will receive your bill and notifications electronically. This may include but is not limited to bill summary notifications / electricity bills / invoices and / or other notices in relation to the supply of electricity.

1. Registration.

a. Online

You must complete all required steps for registration/activation through the Customer Web Access portal on the Commission's Corporate Website and accept these EBTC. Electronic notifications will be sent to the specified email address and your electronic bill can be accessed via the Customer Web Access portal, once generated according to the existing billing cycle.

b. T&TEC's Customer Service Centre

After reading, completing and signing the EBTC form, electronic notifications will be sent to the specified email address once your bill has been generated according to the existing billing cycle. However, to access your electronic bill, you must complete all required steps to create a Customer Web Access user account or ensure that one has been created. Your electronic bill will then be accessible through the portal when generated.

It is your responsibility to safeguard all user names and passwords associated with this facility.

2. Manner of Presentation.

The Commission may present your electronic bill/notification via the following media:

- (i) It's Corporate Website (ii) Electronic Mail (iii) any other electronic means.

The Commission shall select at its own discretion, the manner of presentation of the electronic bill/notifications save and except that the Commission undertakes to act at all times in accordance with Clause 10 hereof. The Commission reserves the right to deliver certain notices in relation to the supply of electricity by post or any other means than as provided herein.

3. System Requirements.

A PDF viewer such as Adobe Acrobat Reader may be required to view your electronic bill.

4. System Operations and Cost.

Each Party, at their own expense, shall provide and maintain the equipment, software and services necessary to effectively and reliably transmit, receive and view electronic bills and notifications. Each Party, shall be responsible for the costs and performance of any third party Internet Service Provider (ISP) with which it may contract.



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5. **Paper Bill Waiver.** Once the Electronic Bill option is exercised, you acknowledge and agree that you shall no longer receive paper bills from the Commission. All bills generated following successful registration will be accessible to you electronically (refer to Item 2 above) and you will be notified of its availability via the e-mail address you provided. You may obtain a paper copy of any electronic bill by printing same.
6. **Notification of non-delivery/Inability to access.** If you do not receive your notifications via electronic mail or if you are unable to access your electronic bill, you must immediately inform the Commission upon your discovery of this failure. This failure in delivery, whether caused by either Party or any third party does not remove/cancel/affect your obligation to pay your bill as due. Should you experience this failure, you must visit any of the Commission's Service Centres to ascertain the amount due on your invoice as well as the deadline for payment of same. You must also alert the Commission of your failure to receive the notification and/or access your electronic bill so that the relevant Party can take the appropriate steps to rectify the situation. You are reminded that non-payment of your bill may result in the generation of interest charges and possible disconnection of your account.
7. **System Failures.** If there are periods of system failures, the Commission may at its sole discretion revert to sending bills/notifications via post. You will be notified by the Commission during such periods of system failures. Immediately upon the restoration of the system the Commission shall resume sending notifications and providing bills electronically.
8. **Indemnification.** You agree to hold harmless and indemnify the Commission for any liability, claim, loss, expense arising from data delayed, lost or intercepted by or otherwise getting into the possession of any unintended third party or for any damage that may arise from electronic delivery.
9. **Confidentiality.** Bills and notifications delivered electronically shall be treated as confidential by both you and the Commission.
10. **Acknowledgments.** By accepting these EBTC, you acknowledge that you:
 - a. Accessed and read these EBTC.
 - b. Give consent to receiving your bill and notifications through electronic means.
11. **Authority.** By agreeing to these terms, you agree and represent that you have the authority to accept and receive Bills/Invoices/Notifications in the manner stated above and to discontinue receipt of paper Bill/Invoices/Notifications for the relevant account, including the authority to agree to the Terms and Conditions herein.



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- 12. Updating information.** It is your responsibility to ensure that the e-mail address provided to the Commission is accurate, complete, maintained and accessible by you. In the event of a change of said e-mail address, you must update same immediately, via the Customer Web Access portal on the Commission's corporate website or by contacting the Commission via any of its Services Centres.
- 13. Cancellation.** Once you have exercised the option to receive your bills and notifications electronically, cancellation of same can only be done with the approval /consent of the Commission. You may revert to paper billing or cancel receipt of electronic bills/notifications by sending a request in writing addressed to the Commercial Manager or via email to the Commission at ebill@ttec.co.tt setting out your request and reason. Upon receipt of this request, the Commission will consider same and you will be contacted.