

## T&TEC Payment Centres

Office hours: Monday - Friday 8 a.m. to 3.45 p.m.

63 Frederick Street, Port of Spain**	623-2611/6291
Broadway Service Centre , Port of Spain	624-0720
Cor. Madras St. & Western Main Rd., St. James**	628-1705/9
75-77 Gooding Village, San Fernando**	657-7281/4
Pamela's Mall, Gopaul Lands, Marabella	658-7594/5
Naparima Mayaro Road, Rio Claro	644-2475
1326 Siparia Erin Road, Penal	647-1223
Egypt Village, Point Fortin	648-2792
52 Main Road, Chaguanas	672-0955/6
Couva Shopping Complex, Couva**	679-0378/0757
18 Sorzano Street, Arima**	643-2433
Cor. Brierley & Henderson Sts., Sangre Grande**	668-6428/9
4 Eastern Main Road, Curepe**	662-9289
Darell Spring Road, Scarborough**	639-2015

*\*\* There is a 24 hour drop-box facility for cheques only at each of these locations.*



Trinidad and Tobago Electricity Commission  
63 Frederick Street, Port of Spain.

January 2011

## Know your ...DIGITAL METERS



## Your meter screen will show the following:

- The number of units of electricity used. This is displayed on your screen by a simple row of figures.
- The reading on the digital meter is the total number of units used since the meter was installed.
- To keep a check on your consumption, simply subtract the previous reading from the new reading.



### Is your meter reading accurate?

Have you ever received a higher or lower than expected electricity bill and wondered "is my meter working properly?"

You can call T&TEC to request a meter check, but before you do there are some things you need to know about your digital meter and how to determine unexpected power consumption:

- Electricity meters must meet strict accuracy requirements set by manufacturers.
- Regulations require that meters be tested and approved before they are put into use.
- Each installed meter is sealed to prevent tampering and contamination.
- Periodically, installed meters are sample tested to ensure they remain accurate within strict margins.

These checks do not mean they are in perfect working condition but it does significantly reduce the risk of inaccuracy.

When a digital meter starts to lose its accuracy, it tends to slow down and thus favours the home owner. Even then however, the discrepancy is very small; from .005 to .01 percent.

If your digital meter is "fast running", "slow running" or has "stopped" contact T&TEC's Commercial Department immediately through any of its 14 Service Centers located throughout



Trinidad and Tobago so that corrective measures can be taken promptly.

## Bills and Usage

If your bill is high it means that your electricity use is high. Track down the cause by:

- **Comparing billing periods** - Remember that the number of days in each billing period may vary so use a daily average of consumption for comparison.
- **Extraordinary high usage** - During the rainy season clothes dryer usage increases. During Carnival, Christmas, school vacations, Divali and at other festive occasions more baking and cooking is done, decorative lights are used and more people are at home.
- **Malfunctioning** appliances, leaking faucets, old air conditioning units etc. can increase your consumption of electricity.

### Meter check requests

- If you have monitored your electricity consumption but you still suspect that your meter is faulty, you can request a test of the meter by calling any of T&TEC's Service Centers. A technician will be sent to inspect and test it.

Customers are entitled to one free meter check within a five year period. All subsequent checks of meter i.e. Residential Rate A and Commercial Rate B customers, may incur a cost.

### Cost of checking a meter

- If your meter is tested and found to be in good working condition, a fee of \$194.00 plus VAT will be charged to your account.
- If your meter is found not to be working within the acceptable limits of accuracy, T&TEC will absorb the cost of the exercise