UNDERSTANDING YOUR MONTHLY BILL - UPDATE

Following the introduction of monthly billing, Connect Saint Helena Ltd (Connect) would like to provide a further update to help customers understand how the new billing system works and what it means for their accounts.

Actual Bills

During months when a meter reader does not visit your area, you can submit your own meter reading if you wish. Providing a reading helps us calculate your actual consumption for the billing period rather than estimating your usage. Please look out for our adverts in local media and on Connect's communication channels, namely our Facebook page and website www.connect.co.sh, for meter reading submission dates and instructions.

Estimated Bills

If actual meter readings are not available, your bill will be estimated based on your previous average monthly water and electricity usage.

How Monthly Billing Works

Our bills are prepared monthly and are based on the readings received at the beginning of the month. For example, if you submit a reading on **1 October**, this reading will be used to prepare your bill issued at the **end of October**. That bill will then be sent to you in the **first or second week of November**.

All standing charges are calculated daily and applied according to the number of days in the billing period.

To ensure your account is accurate, each month's bill is processed at the start of the following month. This allows us to include all payments received during the previous month before your bill is issued.

Receiving Your Bill

You can expect to receive your bill during the first or second week of the month following processing.

Your repayment period remains unchanged, you will still have **28 days from the end of the billing period** to make payment.

Benefits of Monthly Billing for Domestic Customers

1. **Fairer monthly charges** Instead of costs building up towards the end of a quarter, charges are spread more evenly across each month.
2. **More predictable bills** Monthly billing provides a clearer view of ongoing usage and account balances throughout the year.
3. **Additional water allowance in the medium tariff band** Domestic customers receive an extra 2 units within the medium tariff band over a quarter, providing greater value before higher tariff rates apply.

Current Domestic Monthly Tariff Rates

Electricity	**Water**
First 333 units - £0.47 per kWh	First 5 m^3 - £2.49 per m^3
Units above 333 - £0.58 per kWh	6-9m^3 - £3.25 per m^3
	Over 9m^3 - £6.40 per m^3

Note: These are monthly rates, prorated from the previous quarterly tariff structure.

Direct Debit Customers

For customers who pay by Direct Debit, payments will be collected on the 29th of each month. If the 29th falls on a weekend, payment will be taken on the nearest working day before the 29th.

How Do I Know How Much to Pay?

The easiest way to check what you owe is to look at the balance outstanding shown on your most recent bill. If you are unsure how much you need to pay, please get in touch with our Billing Team, who will be happy to confirm your account balance.

Need Help?

If you have any questions about your bill, credit note, meter readings or account balance, our Billing Team is here to help.

Please call us on 22242 or 22341, or email enquiries@connectonline.co.sh. A member of our team will be happy to assist you.

We thank customers for their patience and cooperation as we continue to improve our billing services.

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