



**YOUR  
RESIDENTIAL  
ELECTRICITY  
AND WATER BILL  
HAS CHANGED**

INFORMATION BOOKLET



**8007 2222** Helpline

## Frequently asked questions (FAQs)

### Has my Account Number Changed?

#### How will this affect me?

As from 1st January, 2010, your Utility Account number has changed. Your customer details and balances have not been affected by this change. You will need to refer to your new account number when calling us. The change is clearly indicated in the first bill you will receive in 2010 (see bill mark **5**).

### I have paid my bill by post but I have not received a receipt. How can I verify that this payment has been registered?

As from 1st January, 2010, you will only be given a bill receipt if you pay across the counter at our Customer Centre Offices. Nevertheless your payment will show up on your next bill in your account history (see bill mark **13**).

### Am I being charged interest on my account?

#### How is this being calculated?

As from the 1st January, 2010, interest at 6% per annum will be charged on balances outstanding for over 45 days from the date of invoice. The interest on late payments will be calculated as from 15 days after date of invoice. Interest is only applicable for unpaid invoices issued after 31st December, 2009.

The Company may suspend your Utility services if bills remain unpaid. In the case of a service suspension, charges will apply as per Electricity Supply Regulations and Water Supply Regulations.

### How is eco-reduction calculated?

Your eco-reduction is calculated on the number of registered consumers on your account. If your electricity account has one registered consumer and you consume less than 2000 electricity units during the whole year, a reduction of 25% on the electricity bill will apply. For residences with more than one person registered on the account, and where consumption is less than 1,750 units per person, a reduction of 25% per person will apply on the first 1,000 units and a further 15% per person will apply on the remaining 750 units.

### If I have a Smart Meter will this affect my bill?

Once your Smart Meter is installed and subsequently activated by the Utilities, you will receive all your bi-monthly bills based on actual readings and will not need to wait for a meter reader visit any longer. We will be upgrading your electricity and water meter service by installing new smart meter devices in your premise. The replacement is free of charge\* and will be done before the end of 2012.

### Who is ARMS Ltd?

Automated Revenue Management Services (ARMS) Ltd is a private limited liability company jointly owned by Enemalta Corporation and Water Services Corporation. During 2010, the company will be taking over the management of the Customer Care and Billing functions on behalf of both corporations.

### What initial changes will ARMS Ltd bring to me as a consumer?

As from 1st January, 2010, the following changes have occurred:

- Your bills are being issued by ARMS Ltd on behalf of both Utilities;
- Payment for your bills are to be made payable to ARMS Ltd;
- Written correspondence regarding your water or electricity services is to be sent to **ARMS Ltd, P.O. Box 63, Marsa, MRS 1000, Malta**;
- Email correspondence regarding your water or electricity services is to be sent to [customercare@arms.com.mt](mailto:customercare@arms.com.mt)



### Is my data secure and protected with ARMS Ltd?

ARMS Ltd is a subsidiary company of Enemalta Corporation and Water Services Corporation, as well as a registered legal company, and as such will fully abide to the Data Protection Act Laws in Malta. It is registered with the Commission for Data Protection in Malta.

*\*Specific charges may apply for appointments after office hours or outside your locality roll-out schedule. You will receive a brochure a few weeks before we come to your area. You may check which roads are being serviced by accessing [www.enemalta.com.mt/smartmeters](http://www.enemalta.com.mt/smartmeters)*

## PLEASE NOTE

Your bill will consist of two pages. On the next page and overleaf is a specimen of your new Residential Electricity and Water Bill. Each section on the specimen bill is reference by a number in red. There is an explanation of each numbered section on pages 3 to 7. The information displayed, as well as charges and tariffs, are only used as an example and may change

 <b>AUTOMATED REVENUE MANAGEMENT SERVICES LIMITED</b>		ARMS Ltd. WSC Building, Qormi Road, Luqa, LDA 9043 VAT No: MT 1937-1125		 <b>8007 2222</b> Helpline	
<b>1</b> <b>Perjodu:</b> 24-JUL-2009 – 22-JAN-2010		<b>2</b> <b>Period:</b>		<b>6</b> <b>Ammont dovut:</b> € 126.92	
<b>3</b> Nru. tal-invoice: 1000000422		<b>4</b> Nru. tal-kont: 1000002202		<b>7</b> <b>Total due:</b>	
<b>5</b> Nru. tal-kont l-antik / Old Acc n: 165393540		<b>8</b> John Borg 1 St. George's Bay St. Julian's, STJ 3310		<b>10</b> <b>Nru. ta' residenti:</b> 3	
<b>12</b> <b>Il-konsum tieghek</b> Your consumption		<b>14</b> <b>Qari tal-arloġġ</b> Meter readings		<b>11</b> Consumer Scheme: Residential	

**1** You are being billed for this consumption period

**2** The date this invoice was printed

**3** This bill/invoice number

**4** Your new account number

**5** Your previous account number

**6** Your bill amount due (includes any previously unpaid bills)

**7** The official due date for bill settlement, although an additional concession of 30 days is given before interest is charged

**8** Your mailing billing address

**9** The address where your electricity and/or water meter is installed

**10** The number of residents who are registered on this account. *Different rates are applied depending on the number of persons living in a premise. If this information in your bill is incorrect, download an application form from [www.wsc.com.mt](http://www.wsc.com.mt) and submit it at one of our Customer Contact Centre Offices*

**11** You are being charged on residential tariff rates

12

**Il-konsum tieghek** Your consumption

Il-kont fil-qosor / Summary of bill (See next page for further details)

✂ **Elettriku / Electricity**

<b>A</b> Kera / Service charge	32.59	
<b>B</b> Konsum / Consumption	278.37	
<b>C</b> Naqqas I-Eko-riduzzjoni / Less Eco-reduction	-61.16	
<b>D</b> Hlasijiet ohra / Other charges	4.66	254.46

🚰 **Ilma / Water**

<b>E</b> Kera / Service charge	29.58	
<b>F</b> Konsum / Consumption	43.66	73.24

<b>G</b> Sub-total for this period:		327.70
Less Estimated Invoice No. 1000000419 for the period of 23-SEP-2009 - 20-NOV-2009		-98.97
<b>H</b> Less Estimated Invoice No. 1000000418 for the period of 24-JUL-2009 - 22-SEP-2009		-101.81
<b>I</b> Total ghal dan il-perjodu / Total for this period:		€ 126.92

A detailed breakdown of **A**, **B**, **C** and **D** is explained on the second page of the bill marked as **17**.

A detailed breakdown of **E** and **F** is explained on the second page of the bill marked as **18**.

12

This section provides workings of your bill for the period displayed in **1**

- A** Electricity service charge
- B** Charge for your electricity (estimated or actual) consumed
- C** Eco-reduction compensation (refer to FAQs on page 2)
- D** Any other electricity service related charges
- E** Water service charge
- F** Charge for your water (estimated or actual) consumed
- G** Total electricity and water charge for the period
- H** If this bill is based on actual readings, or if it is a half yearly bill, then previous estimated bills are subtracted as shown in this section. This section is empty when the bill is issued on estimated readings or when your consumption is read through a Smart Meter
- I** Final charge for the period

13


**Rendikont tal-hlas** Your account history

<b>A</b>	Il-kont ta' qabel / Your previous bill (Inv n° 1000000392)	98.97
<b>B</b>	Pagamenti effettwati / Payments received	
	03-DEC-2009	98.97- 98.97-
<b>C</b>	Bilanċ pendenti qabel dan il-kont / Outstanding balance before	0.00
<b>D</b>	Interessi / Interest accrued on unpaid bills	0.00
<b>E</b>	Dan il-kont / This bill	126.92
<b>F</b>	<b>Total dovut / Total due:</b>	<b>€ 126.92</b>

13

This section provides you with a short history till date of your account

- A** The balance from your previous bill
- B** Payments received by ARMS Ltd after your previous bill was issued
- C** Outstanding balance before this bill was issued (calculated as your previous bill **A** less payments received **B**)
- D** Interest charges (refer to FAQs on page 2)
- E** Charge for this bill which corresponds to **12** **I** on page 4
- F** Total due to date, which is a sum of this bill **E** + pending dues **C** + any interest charges **D**. This corresponds to **6** below

 **8007 2222** Helpline

2202

3540

**Ammont dovut:** € 126.92  
**Total due:** **7**  
**Hlas sa / Payable by:** 10-FEB-2010

**6****7**

Indirizz fejn hemm l-arloġġ:

**14**

**Qari tal-arlogg** Meter readings

Meter No.	Qari / Readings PREVIOUS->CURRENT	Konsum Consumption
<b>A</b> 4311138 <i>Consumption</i>	<b>C</b> 25586-> <b>D</b> 27699	<b>E</b> A 2113 KWH
<b>B</b> P4314 <i>Consumption</i>	<b>C</b> 789-> <b>D</b> 820	<b>E</b> 31 M3

A = Attwali / Actual      E = Stimja / Estimated

**15**

**Iffranka fuq il-kont tad-dawl u ilma!**  
Thallix oggetti elettrici fuq standby imma iffi mill-plakka ta' mall-hajt u b'hekk tiffranka sa 10% fuq il-kont tieghek. Thallix ilma niezel qhalxejn

**14**

- A** Your Electricity Meter Number
- B** Your Water Meter Number
- C** A reading for the start of the period indicated in **1**
- D** A reading for the end of the period indicated in **1**
- E** Consumption which is calculated by subtracting **C** from **D**. An **A** indicates an actual reading (either by the meter reader or through a smart meter). An **E** indicates an estimated reading.

If you have a Renewable Energy Source (RES) installed in your premise, such as a photovoltaic panel, you will be compensated for electricity you supply to the grid. In this case meter readings details will appear in **14**. The amount to be refunding on your bill will appear in **12** and a breakdown of workings in **17**

**15** Educational or promotional material

**16**

**Avviz tal-Hlas** Remittance Advice

**Ibghat dan l-avviz mal-hlas.** Send this advice with payment.  
Cakajjat għadwara jidher għalhekk / Cheques payable to: ARMS Ltd., PO Box 93, Marsa, MRS 1000  
Dan il-parte ta' għadwara jidher għalhekk jidher għalhekk. Do not fold or staple.

Automated Revenue Management Services Ltd

Sid(t) is-servizz:  
Contract account holder:  
John Borg

Nru. tas-servizz: 100002202  
Account no.:

Nru. tal-invoice: 100000422  
Invoice no.:

Data tal-invoice: 26-JAN-2010  
Invoice date:

**Ammont dovut: € 126.92**  
Total due:

Hlas sa / Payable by: 10-FEB-2010

**Hlas bil-card**  
Card payments

Alebb wara  
Serial

ARMS Ltd. WSC Building, Qormi Road, Luqa, LQA 9043 - VAT No. MT 1937-1125

Navtorizzak jithallas l-ammont li jidher wara mill-kont tal-card.  
I authorise you to charge my card account number with the amount shown overleaf.

00000000000000000000

00 / 00  
Data meta tagħlaq  
Expiry Date

Firma  
Signature

Hlas bil-card/Card payment

Cards accettati huma daww mahruġa minn:  
Cards accepted are those issued by:

APS Bank Ltd.   
Bank of Valletta p.l.c.   
Lombard Bank (Malta) p.l.c.   
HSBC Bank Malta p.l.c.   
Other Banks.....

Immarka l-bank  
Please tick the issuing bank

**16** If you would like to pay through post you may cut out this section (referred to as Remittance Advice) along the dotted lines. You may pay by card (fill in the details at the back of the Remittance Advice) or by cheque (payable to ARMS Ltd). If this method of payment is selected, the Remittance Advice must be posted in the self paid envelope, along with the cheque or credit card details

### Il-konsum tieghek fid-detall Your consumption in more detail

Period: 24-JUL-2009 - 22-JAN-2010 Invoice N°: 100000422

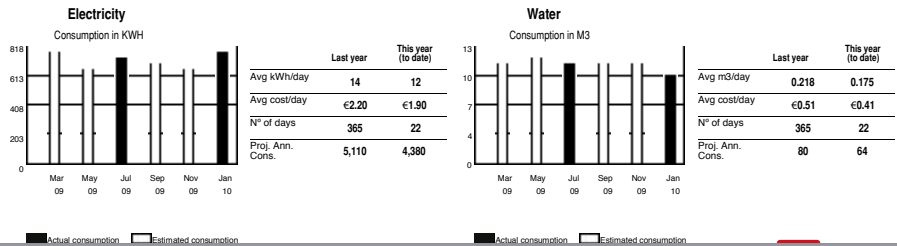
Electricity		Water	
Rati applikabbli: (E) Residential		Rati applikabbli: (W) Residential	
Applicable rates:		Applicable rates:	
Service Charge (24.07.2009 - 22.01.2010) 183 days @ 65.00000 p.a.	32.59	Service Charge (24.07.2009 - 22.01.2010) 183 days @ 59.00000 p.a.	29.58
Residential Consumption All day kWh (24.07.2009 - 31.12.2009) 882.000 unit @ 0.11900 = 104.98 976.786 unit @ 0.13400 = 130.59	235.87	Residential Consumption (24.07.2009 - 31.12.2009) 27.273 m3 @ 1.40 = 38.18	38.18
Residential Consumption All day kWh (01.01.2010 - 22.01.2010) 120.548 unit @ 0.16100 = 19.48 133.474 unit @ 0.17300 = 23.18	42.50	Residential Consumption (01.01.2010 - 22.01.2010) 3.727 m3 @ 1.47 = 5.48	
Less Eco-reduction @ 25% on first 1,504.110 unit @ 15% on next 608.890 unit	-61.16	Water total: 31 m3	€
Other charges (24.07.2009 - 22.01.2010) Exceptional Bill (Up-to-date bill)	4.66		
Electricity total 2,113 units	€ 254.66		

**17** A detailed breakdown of electricity charges

**18** A detailed breakdown of water charges

**19**

### Il-konsum tieghek Your consumption



**19** This is a graphical representation of your consumption for electricity and water to help you manage your consumption better. The table next to the graph compares this year's consumption with that of last year

**20**

During this period, your electricity usage generated 1,845kg of CO<sub>2</sub>

**20** A conversion of your billed CO<sub>2</sub> footprint

## HOW TO PAY YOUR BILL



### BY DIRECT DEBIT

You get €3 discount per bill (€18 annually) if you pay by direct debit. You can download a direct debit mandate from our website [www.wsc.com.mt](http://www.wsc.com.mt), or we can assist you in setting up this facility at one of our Customer Care Offices.



### BY CREDIT CARD OR DEBIT CARD

Payment by cards can be done through:

- our website [www.wsc.com.mt](http://www.wsc.com.mt)
- internet banking ([www.bov.com](http://www.bov.com), [www.hsbc.com.mt](http://www.hsbc.com.mt), [www.apsbank.com.mt](http://www.apsbank.com.mt))
- BOV Phone Banking services (21322121)
- HSBC Phone Banking Services (23802380)
- any of our Customer Care Outlets



### BY POST

Send a cheque payable to ARMS Ltd together with the remittance slip (tear the bottom part of the bill) in the enclosed postage paid envelope. Kindly write your Utility account number and the bill number (displayed at the top of the bill) at the back of the cheque. Do not send any cash through the mail.



### CUSTOMER SERVICE OUTLETS

- WSC Building, Qormi Road, Luqa, Malta
- WSC Offices, Triq il-Bastjun, Victoria, Ghawdex

Opening hours Monday to Friday between 8:00 till 12:30 in winter and till noon in summer.

### ALTERNATIVE OUTLETS (FOR BILLING SETTLEMENT ONLY)

- At any Maltapost plc branch
- Through any Bank of Valletta or HSBC ATMs
- At Mtarfa, Gudja, Birgu or Ghaxaq Local Council



### PLEASE NOTE

- A €35 administration charge and relevant interest charges will be applicable for each payment which is dishonoured. It is imperative you pay within 45 days from the date of invoice
- Interest at 6% per annum will be charged from 15 days after date of invoice on any late payments
- The Company may suspend your Utility services if bills remain unpaid
- In the case of a service suspension, charges will apply
- The Electricity Supply Regulations may be viewed at [www.enemalta.com.mt](http://www.enemalta.com.mt)
- The Water Supply Regulations may be viewed on [www.wsc.com.mt](http://www.wsc.com.mt)



### DATA PROTECTION

In accordance with the Data Protection Act the information contained herein will only be used for billing purposes. In the case of companies or other corporate bodies presenting cheques which are not honoured, the Corporations reserve the right to transfer data to the Malta Association of Credit Management (MACM).



### CONTACTING US

- Freephone 8007 2222 for assistance regarding queries related to your service or bill as well as any technical problems related to water supply, leakages and wastewater
- Freephone 8007 2224 for assistance with regards to technical problems related to electricity supply
- [www.wsc.com.mt](http://www.wsc.com.mt)
- [www.enemalta.com.mt](http://www.enemalta.com.mt)
- E-mail at [customercare@arms.com.mt](mailto:customercare@arms.com.mt)
- **Postal Address: ARMS Ltd, P.O. Box 63, Marsa, MRS 1000, Malta**

Please check your bill to make sure that your surname and name, the number of residents, as well as service and postal address, are correct.