



THE BARBADOS LIGHT & POWER COMPANY LTD. (sometimes referred to as “We”, “Us, “Our”) E-BILLING REGISTRATION and TERMS AND CONDITIONS

For the purposes of this registration, the words “You” or “Your” shall mean any customer of The Barbados Light & Power Company Ltd.

By completing The Barbados Light & Power Company Ltd’s e-Billing electronic registration form, and providing supporting personal identificationⁱ to Us, You agree and consent to the following:

- i. To receive email notifications of your summarized Barbados Light & Power Company Ltd. bills along with any reminder notices, other information or notification; and
- ii. To discontinue receipt of the paper electricity bill and other information previously mailed to you via the Barbados Postal Service.

You further ACKNOWLEDGE, AGREE AND CONSENT to be bound by the following terms and conditions once you have registered for this service:

- i. You will receive email notifications of the availability of the e-Bill for your electricity account each time a new statement is issued. The complete bill may be accessed on our My Account site via our corporate website at www.blpc.com.bb. The e-Bill will be in the same format as the paper bill which was previously mailed (“e-Bill”).
- ii. You will receive email notifications of any information normally mailed along with the e-Bill which may include but not be limited to reminder notices or other Barbados Light & Power Company Limited information.
- iii. You will use the “My Account” as the only means for accessing your e-Bill.
- iv. You acknowledge and agree that the “My Account” allows you to access, save and print a copy of your e-Bill.
- v. You will promptly notify Us using the “Update Profile Information” page on the “My Account” facility to keep Your email address current and to ensure on-time delivery of the e-Bill. If You are unable to access the “Update Personal Information” page, You will promptly contact a Customer Care Representative of The Barbados Light & Power Company Ltd. by telephone.



- vi. You will install maintain and keep updated the appropriate software (including the appropriate version of Adobe Acrobat Reader or other comparable software that can read documents in the portable document format (PDF), such as Preview on computers) to enable you to view the e-Bill online.
- vii. You will use the e-Billing service responsibly. You will not use it for any fraudulent or other illegal purpose or to interrupt or damage Our services or to make them less efficient.
- viii. You acknowledge that there is no additional charge for using this e-information.
- ix. The e-Bill notification will only be sent to the email account registered with Barbados Light & Power Company Limited. You are responsible for notifying The Barbados Light & Power Company Limited by updating your information in your personal profile if you wish to use an alternative email account for purposes of e-Billing Registration.
- x. The Barbados Light & Power Company Ltd. reserves the right at any time to cancel this service, change the terms of Your use of this service, or terminate Your use of this service with or without cause.
- xi. We reserve the right to send You important billing information about Your account via the Barbados Postal Service.
- xii. We cannot and do not verify the identity of any recipient of the e-Billing notification.

General information:

- i. You may receive one paper statement after registering for the electronic delivery of Your summarized billing information, as Your registration may not precede the issue date of your statement.
- ii. Once You have registered, The Barbados Light & Power Company Ltd. will send You a confirmation email that Your account has been activated for electronic billing notification and notification of the availability of Your e-Bill. You will be required to access the “My Account” site at www.blpc.com.bb in order to view Your complete bill.
- iii. You can still benefit from the same standard early payment discounts and are subject to the same standard non-payment disconnection procedures.
- iv. To indemnify and hold harmless Us Our affiliates and subsidiaries, (Our and their respective directors, employees, agents or representatives) from and against any all claims costs losses damages, judgments assessments, interests and expenses whatsoever arising out of a claim or action investigation enquiry or other proceeding that arises out of or relates to any breach of your obligations set out herein and (b) your wrongful and improper use of the “My Account”.



Important Notice:

Except as amended herein, the general terms and conditions of service as indicated on the site at <https://support.blpc.com.bb/support/solutions/articles/42000058252-terms-and-conditions-of-service> (the ‘General Terms and Conditions’) will remain unchanged and will continue in full force and effect unless there is a conflict between the terms and conditions of this document, and the General Terms and Conditions, in which case the terms and conditions of this document will control.

The information You have elected to receive electronically is confidential in nature. In no event will The Barbados Light & Power Company Ltd. its affiliates, subsidiaries, directors, employees, agents or representatives be liable for any unauthorized access by third parties to information and/or communications provided electronically nor any damages, including direct, indirect, special, incidental or consequential or punitive damages, losses or expenses caused by any unauthorized access or arising in connection with any failure of performance, error, omission, interruption, defect, delay in operation or transmission, or line or system failure, computer virus, worm, logic bomb Trojan horse, loss of data or otherwise even if We or Our representatives, are advised of the possibility of such damages, losses or expenses.

In the event that You do not receive an anticipated e-mail notification of an available e-Bill, it is Your responsibility to log on to the “My Account” site at www.blpc.com.bb and obtain Your e-Bill. If for some reason, You are unable to log on, it is Your responsibility to contact a customer service representative at (246) 626-4300.

For questions about the “My Account” or the information provided above, You may contact a customer service representative by telephone at (246) 626-4300.

You may stop the e-Billing notification at any time by turning off paperless billing on your “My Account” profile, sending an e-mail to customerservice@blpc.com.bb or by contacting a customer service representative of The Barbados Light & Power Company Ltd. at (246) 626-4300 requesting that the service be discontinued. Stopping the e-Billing notification will automatically change Your delivery method to the delivery of paper billing statements and other information and notifications via the Barbados Postal Service at Your mailing address on Our records.

ⁱ Personal Identification may take the form of any one of the following forms of national identification, previously used to sign-up for Your electricity service: Barbados ID, Driver’s License, Passport, etc.