



# Changes To Your Joint AquaGib / GEA Bill Format



AquaGib Ltd (your utility water provider) and the Gibraltar Electricity Authority (GEA, your utility electricity provider) are two separate utility providers, with AquaGib Ltd undertaking a meter reading and bill collection service for the GEA.

- As from the second quarter of 2015, instead of receiving one common AquaGib Ltd/GEA utility bill, you will receive **two separate utility bills** in the same envelope: one for your **water consumption** (AquaGib Ltd) and one for your **electricity consumption** (GEA).
- Each utility bill will provide a breakdown of your monthly consumption, in accordance with an EU Directive, so that you can clearly see how much water and electricity you consume. As has been the case for a number of years, all paper used will be 100% recycled.

## Benefits of the New Billing Format:

- By splitting the utility bills, it will be easier for you to see which company provides which utility.
- The consumption breakdown will enable you to see patterns in the amount of water and electricity you use throughout the year.
- More space means we can provide more information on the utility bills, plus a larger, clearer and easier to read font can be used.

## Paperless Billing:

We are always trying to provide our customers with innovative and helpful services that reduce our impact on the environment, and paperless billing is the latest step towards a greener, sustainable approach to our services. If you wish to set up this service you can simply send AquaGib Ltd a request via email at [customerservice@aquagib.gi](mailto:customerservice@aquagib.gi) or you can always fill in a form at AquaGib Ltd, Customer Service Offices.

