



P.O. BOX 142  
GARRISON HILL, ST. MICHAEL, BB11000  
BARBADOS, W.I.

PHONE: (246) 626-4300  
FAX: (246) 429-6000

Dear Valued Customer,

The Barbados Light & Power Company understands that customers count on us for energy to power every moment of every day, and for solutions to power a sustainable tomorrow. It's with that understanding, that we invest in assets that will enable us to provide a safe, reliable service to you, for many years to come.

One such strategic investment is in **Advanced Metering Infrastructure (AMI)** that will integrate meter data with our customer care and billing system. The AMI technology will save time and money, will provide benefits to customers such as remote monthly meter reading, will provide more information to better manage your energy usage, and eventually will eliminate the need for interim or estimated billing. It will also enable us to offer new service options, such as pre-payment solutions for electricity supply in the near future.

To this end, we are writing to inform you that:

- Light & Power's meter technicians, carrying Company identification, will be in your area changing meters within the next few weeks (including week ends).
- The meter change process for each customer should take approximately 15 minutes and to facilitate this, we request that you have the area around your meter cleared of plants, shrubs, debris, refuse or any other obstacles.
- If there are any hindrances to accessing your meter (e.g. dogs or locked gates), please call 626-4300 to book an appointment.
- Your meter will continue to be read after the change is made and you will continue to be billed on a monthly basis. You will have a new meter number on your next bill.
- This AMI meter will not impact your service in any way.

Should you have any questions, you can contact us in two ways:

- Via e-mail: [amiproject@blpc.com.bb](mailto:amiproject@blpc.com.bb)
- Via telephone: Customer Services at 626-4300

Thank you in advance for your cooperation and do have a safe day.

Sincerely,

**Victor Callender**  
**Senior Engineering Manager, Distribution Technical Services**