

Electric company frequently asked questions

Category: Frequently asking questions

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Written by EPP

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Possible questions from customers and answers from our staff regarding electrical service in times of COVID

1.Client: Where and when can I pay the electric service

Cob answer:

You as a consumer have the following options to pay for electric service:

1.To the collector of the electric service through the receipt of payment, in the visit that is made for the reading taking or in the collection. If you have more than one outstanding account, the total debt will be charged, if you do not have enough money, you will always be charged for the oldest month's account.

2. If you have a magnetic card and a telebank card, you can pay, until the 28th of each month, by any electronic means that we have today:

- a) Transfervovil (by mobile phone).
- b) Telebank (by landline phone).
- c) Enzona (by mobile phone or any PC that has access to the networks). In this case, the telebank card is not necessary, it must only have a magnetic card.
- d) Remote Banking. (by mobile phone or any PC that has access to the networks) This option is only valid for BANDEC or BPA cards.
- e) ATM (directly at an ATM).

3. You can also make the payment at the windows of the Bank and Post Offices of the country, with the consumption notice of the month that you are going to make the payment

2. Client: Payment of electric service is mandatory. If I don't pay the electricity, they cut my service

Cob Response: The power cut will not be carried out, as long as the indications of the health authorities and the highest direction of the country related to the epidemiological conditions that call for social isolation to prevent the spread of the disease are maintained. However, we recommend that you do not accumulate electric service bills and that you keep your payments up to date.

3. Client: When the pandemic ends and I don't have money to pay, will my service be cut off immediately? Another related question may be: It took so long to collect and I only received 60% of my salary and it is

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not enough for the payment? Another related question may be: I am a self-employed person, and I have not been working for months because my establishment is closed and I have no money to pay for electricity.

Cob answer: Electric service will not be cut immediately. When the time comes, each case will be evaluated independently and payment terms may be agreed.

4. Client: last month, due to my mistake, I paid double, when my money is returned

Answer cob: At the moment the commercial offices of the UNE are closed to the public, so the money cannot be returned in cash. In this case, the money will be applied to the account for the next month, thus reducing its value.

5. Client: I got a lot of money to pay and I do not agree, where I am going to claim.

Collector response: Claims for non-conformities of consumption will be made in commercial offices when authorized to open to the public, by the health authorities.

6. Client: Because if they are in the office and I want to pay, they don't charge me

Cob response: Our commercial offices are closed to the public today, at the instructions of the health authorities with a view to minimizing the risk of contagion and avoiding crowds.

7. Client: This month my current bill came very high, it seems that I was joined by two months of consumption in one and as the rate is increasing, the amount increased a lot.

Answer cob: By indications of the maximum address only the collection stopped, not the invoicing. So each client was billed each month independently. Your increase in consumption should not be motivated by having combined consumption in a single month, but rather by having spent more time in the home, according to what the health authorities indicate to keep us at home.