



# St. Vincent Electricity Services Limited

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## VINLEC eBill – Electronic Billing: It is convenient, easy and secure

Join over **ten thousand** customers who are already sign up for eBill. It is an easy and convenient way to securely view your electric bill online.

Also you will receive bill reminders to notify you by email up to two days before your bill is due and you have the option to pay your bill from your mobile device or computer through our online payment options.

Switch to VINLEC's eBill and start to enjoy the added benefits electronic billing offers.

### Benefits

- **Access.** View or download your bill anytime i.e. whenever and anywhere i.e. wherever
- **Recordkeeping.** Retain and print past bills for easy retrieval
- **Paper Management.** Help reduce clutter, environmental degradation and carbon dioxide (CO2) emissions
- Reminders. Receive email notification in case you miss a payment
- **Peace.** Put your mind at peace, as your personal information is protected and secure
- **Online Payment.** Flexibility to pay your bill online

Customers have two (2) options to sign up for eBill:

- a) Option #1: Electronic Mail: You can sign up for eBill by providing your email address through the following medium:
- Email: [customerservices@vinlec.com](mailto:customerservices@vinlec.com)
  - Web: <https://www.vinlec.com/ebills/signup> (eBills Sign Up)
  - Facebook: [www.facebook.com/VINLECSVG](http://www.facebook.com/VINLECSVG)
  - Telephone: 784-456-1701 ext 236/237/238/239
  - In-Person (face-to-face): visit our Main Office at Paul's Avenue

You will be required to provide the following information:

- Customer Name:
- Customer #:
- Location #:
- Customer email address:
- Telephone number (mobile/land-line):

b) Option #2: Online Access to Account:

Part A:

1. To register for our online access to your account, use the following link.  
<https://c2g.vinlec.com/Click2GovCX/index.html>
2. Select "New User"

Part B:

1. Enter login information
2. Enter name and Address information
3. Enter phone number
4. Complete security questions
5. Enter your account number.
6. Enter 'bill data' from most recent bill (i.e. last bill processed by VINLEC)
7. Enter 'total bill amount' from most recent bill (i.e. last bill processed by VINLEC)
8. Verify all information is correct and submit

## **Frequently Asked eBill Questions**

### ***What is eBill?***

Our free eBill service is a great way to view and pay your monthly electricity bill from your mobile device or computer.

- Securely view and pay your bill – Use your unique electronic mail address, username and password to log in to your email account, to access your bill.
- Eliminate postage costs and paper – Reduce mail and clutter.
- Receive bills monthly via email – View your bill at your convenience, no matter where you are.
- Receive email alerts for billing reminders – Use our [email alert service](#) to receive your bill amount and due date when your payment is posted, and if your payment is late.

### ***Why you should sign up of the eBill service?***

Our eBill service that delivers an electronic bill sent to your email address. It is free, paperless, convenient and a secure way for you to view and pay your electricity bill online.

You will receive a monthly email from [electricitybill@vinlec.com](mailto:electricitybill@vinlec.com) letting you know that your monthly statement is available for review and payment. The eBill will display the full details of your bill as a PDF file.

**OR**

You can log into your electricity account online and access your billing history, payment history, account status and you can easily print the file.

You can sign up for eBill by providing your email address through the following medium:

- Email: [customerservices@vinlec.com](mailto:customerservices@vinlec.com)
- Web: <https://www.vinlec.com/ebills/signup> (eBills Sign Up)
- Facebook: [www.facebook.com/VINLECSVG](http://www.facebook.com/VINLECSVG)
- Telephone: 784-456-1701 ext 236/237/238/239
- In-Person (face-to-face):

You will be required to provide the following information:

- Customer Name:
- Customer #:
- Location #:
- Customer email address:
- Telephone number (mobile/land-line):

### ***If a person has multiple electricity accounts, are they able to sign up for each one?***

Yes, it is easy. You submit the account numbers along with your email address.

**How can a person register for online access to their electricity account?**

You can register for access to your electricity account online via our website – <https://www.vinlec.com>, go to Customer Service menu, then scroll down to Check Your Bill.

Part A:

1. To register for our online access to your account, use the following link. <https://c2g.vinlec.com/Click2GovCX/index.html>
2. Select “New User”

Part B:

1. Enter login information
2. Enter name and Address information
3. Enter phone number
4. Complete security questions
5. Enter your account number.
6. Enter ‘bill data’ from most recent bill (i.e. last bill processed by VINLEC)
7. Enter ‘total bill amount’ from most recent bill (i.e. last bill processed by VINLEC)
8. Verify all information is correct and submit

**If a person has multiple accounts, are they able to access online each one?**

Yes, it is easy. When you are logged in to the online portal, follow the instructions to complete the register the other accounts.

**What happens after a person signs up for eBill?**

After successful eBill sign up, you will receive an Electronic Utility Bill Notification Confirmation email, which confirms that your electronic notification has been activated on your account. You will receive the Electronic Utility Bill Notification Confirmation email from [customerservices@vinlec.com](mailto:customerservices@vinlec.com), thereafter you will no longer receive paper bills in the mail.

**When will a person get their eBill?**

You will receive an email from [electricitybill@vinlec.com](mailto:electricitybill@vinlec.com) when your electricity bill is available to view and pay online. Your e-Bill will be sent to your email, shortly after the billing process is completed for your billing cycle.

**How will a person know when their bill is available since they no longer will receive their bill in the mail?**

You will receive an Electronic Billing Notification for your monthly utility bill email, from [customerservices@vinlec.com](mailto:customerservices@vinlec.com). This is an alert to let you know that your current month’s bill has been issued, available for review and payment online.

**How will a person know when their bill is due?**

You will receive an Electronic Notification Utility Bill Reminder email, from [customerservices@vinlec.com](mailto:customerservices@vinlec.com). This is an alert to let you know the current bill amount outstanding on the account, along with the due date for payment.

**Can a person sign up for eBill and still receive a paper copy in the postal mail?**

You will not receive a paper copy of your electricity bill in the mail once you sign up for eBill. You can view and pay your bill online or on your smartphone. And, you can save or print a PDF file of your bill.

***(For a person who recently signed up for eBill) Why the person cannot see their electricity bill? Will the person be able to see all of their past bill as well?***

Once you sign up was successfully completed, your eBill will be available for your next billing cycle. However, you will not be able to view the bills online that you have received prior to your eBill sign up.

***What can a person do if the eBill email cannot be found in their inbox?***

Take a look in the following areas: (1) junk, (2) spam and (3) trash for email from [electricitybill@vinlec.com](mailto:electricitybill@vinlec.com)

***What if the eBill email gets blocked from my email? How does a person avoid this?***

It is your responsibility to ensure your electric bill is paid each month, even in the event your eBill email is not successfully delivered to you.

To help avoid this issue, you may want to add [electricitybill@vinlec.com](mailto:electricitybill@vinlec.com) to your email address book.

***What are my payment options?***

Please visit our Pay Bill Online section at <https://www.vinlec.com/contents/pay-bills-online> for an overview of available payment methods.

***What should a person do if they receive an incorrect eBill?***

If you receive an eBill which is not related to your electric service, you will need to send an email to [customerservices@vinlec.com](mailto:customerservices@vinlec.com) to report the incident. You must state the account number or meter number or return the PDF eBill.

***How does a person cancel electronic billing notification registration?***

If you wish to cancel your electronic billing notification, you will need to provide the account number for the service and send an email to [customerservices@vinlec.com](mailto:customerservices@vinlec.com) to request the cancelation.