



## **PUBLIC NOTICE**

### **TO OUR VALUED DOMESTIC SUBSIDIZED CUSTOMERS**

The EFL Discount for COVID-19 Relief Assistance provided to Domestic Subsidized Customers (Prepay & Post-pay account holders) for the first 100 units every month since April 2020 will now come to a close from Wednesday 31<sup>st</sup> March, 2021.

**Effective Thursday 1<sup>st</sup> April 2021, the EFL Discount will not be applicable anymore.**

Previously the Government has been providing 48% Subsidy on VEP Amount for first 100 units for all Domestic Customers registered for the Government Subsidy. As part of COVID-19 Relief, EFL has been providing additional 52% Discount on VEP Amount for the first 100 units for all Domestic Subsidized Customers. The Discount from EFL came into effect from Wednesday 1<sup>st</sup> April 2020 and this relief will end on Wednesday 31<sup>st</sup> March 2021.

**Government Subsidy (48% of VEP Amount) for the first 100 units every month for all domestic subsidized customers will continue prior to COVID-19 impacting Fiji.**

Furthermore, as per directive from Government, all customers were given 1 month (4 weeks) grace period after the bill due date to pay for their overdue bills. This arrangement was effective from June 2020.

**The one month (4 weeks) grace period (after bill due date) will now end at Wednesday 31<sup>st</sup> March 2021.**

This means that effective Thursday 1<sup>st</sup> April 2021, all customers will be required to pay their electricity bills as per the due date and there will be no grace period as practiced between June 2020 to March 2021.

Please kindly settle your EFL account on time and in full to avoid any inconvenience.

**For more information, contact:**

**EFL Contact Centre (24hrs): 132-333**

**Or for Mobile Users: 5333.**

**Or Email: [CustomerS@efl.com.fj](mailto:CustomerS@efl.com.fj)**

**Or access our Website: [www.efl.com.fj](http://www.efl.com.fj)**