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Immediate Release: **Tuesday, February 7, 2006**

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BEL Brings On-Line New Customer Information and Billing System

Belize Electricity Limited (BEL) is delivering improved service efficiency and capabilities to customers, as today the Company brought on-line a new and improved Customer Information and Billing System (CIS System).

With this system in place, Service Representatives can more easily and quickly respond to common queries from customers regarding their personal accounts. The system features the ability to provide quick reports on meter readings, payment history and other billing information. The system also has the ability to avoid disconnecting customers who regularly pay their bills on time and happen to forget to pay a bill.

“Customers want convenience, efficiency and reliability when interacting with service providers,” said Customer Care Manager Celina Gill. “They also want some form of warning when they forgot to pay their bills. This new system gives us the ability to offer improved services in these respects. We are excited about delivering the benefits of this new system as we aim at providing model customer service.”

The CIS System, which is being financed by a system improvement loan from Scotia Bank, is the first phase of a project to revamp BEL’s Customer Service processes. The second phase features the implementation of an Interactive Voice Recording System, which is scheduled to come on-line later this year. This system will be able to provide telephone customers with live information on their accounts, power outages and other customer service information.

Over the past five years, BEL has invested over \$173 million in service improvement initiatives and has earmarked an additional \$32 million in 2006.

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