

St Helier Marina Electricity Billing Problem

Ports have recently up-dated the electricity meter reading process. Unfortunately in the case of a number of users, the meter reading was inadvertently reset to zero with the result that the charge on their recent invoice is for their total usage over the past 10 years or more!

Ports staff are aware of the error and are taking action to rectify it, but there may be further complications if payment has already been made by direct debit. We suggest you check your recent invoice and refer it to the marina office if electricity charge is wrong, to ensure it gets corrected.

We are assured the problem only applies the St Helier marina and only to a proportion of users there.