

Malta electricity bills

Applicable tariffs Applicable tariffs for electricity services are regulated through the Electricity Supply Regulations (S.L. 545.01) and authorised by the Regulator for Energy and Water Services. Electricity tariffs include an annual service fee as well as a consumption charge per unit of electricity consumed. These tariffs vary depending on the type of service (residential, domestic or non-residential), as well as the amount of electricity you make use of.

Our tariffs are based on annual cumulative consumption. However, in light of the fact that meter readings are not taken on an annual basis, the tariffs are applied on a pro-rata basis, depending on the number of days covered by each bill you receive. Where applicable, this procedure applies to eco-reduction as well.

In some cases, if for whatever reason we are unable to obtain your actual meter readings, you may receive invoices based on estimated consumption. Any discrepancies between estimated and actual consumption will be reconciled as soon as your meter readings are obtained.

When, for whatever reason, we are unable to obtain your actual meter readings, we will still send you an invoice based on estimate consumption calculations. In such cases, ARMS will seek to obtain your actual consumption readings and send you bills based on actual readings at least twice a year. If you receive bills based on estimated consumption, you may submit your meter readings to ARMS to receive an updated invoice. You may visit for different options on how you can send your meter readings to ARMS.

You must settle every invoice by the payment due date to avoid incurring additional late payment charges and interest. ARMS offers different payment methods for your convenience. Each method is clearly explained in the information you receive with each invoice.

Preferred payment method The most convenient and cost-effective payment method for Domestic and Residential account customers is direct debit. Through this service, you will make sure to avoid late payment consequences and benefit from a 2% discount (or EUR3, depending which is higher) on each invoice. Payment is automatically withdrawn from your bank account 15 days after the invoice is sent to you. You may refer to the information provided in your invoice, contact ARMS for information on how to apply for this advantageous way of payment.

Paying your bills by direct debit does not impinge on your right to dispute the accuracy of your invoices, as indicated further on in this section. You will still be able to ask ARMS to review your invoices if you believe that they should be amended. If your claim is confirmed, you will be refunded accordingly.

Payment difficulties We understand that, at times, you may find it difficult to pay your bills on time. In such situations, kindly make sure to contact ARMS as soon as possible before the deadline specified in your



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invoice, to seek alternative solutions. These options may include agreements to pay your overdue invoices by monthly instalments. Customer support agents at ARMS will help you identify the best option to settle your dues whilst avoiding further complications.

Non-payment and disconnection of supply If you fail to settle your invoice within the specified timeframes, interest and late payment fees will be charged to your account. We will also send you reminders to settle your dues in subsequent invoices, as well as a final suspension notice informing you to settle your dues within a specified timeframe to avoid disconnection of supply.

A suspension notice will be sent to you before your supply is disconnected. This notice will clearly inform you when your supply will be disconnected and that it will only be reconnected after you settle your dues (or reach a payment agreement with ARMS) and pay the applicable reconnection fees.

Once you effect payment, your electricity supply can take up to 24 hours to be restored. Reconnection times may take even longer during emergency situations, such as severe weather conditions, when our technical support teams would need to prioritise requests for urgent assistance from other customers.

This final warning will not be sent to you if you are defaulting on payment for unrecorded electricity due to theft (or other irregularities), or if you fail to honour a payment agreement. In these two instances, we may proceed with disconnecting your supply immediately.

Contact us for free full report

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