

FAQ – Ceylon Electricity Board

Question	Answer
1 What is the offer?	Mastercard cardholder will receive LKR 300 waived from following month's bill, for payments over LKR 1,000
2 Does it apply if I pay with my Debit / Credit card?	The offer is applicable for Mastercard Debit, Credit, Corporate and SME cards
3 Does the offer apply to all my CEB connections	Yes, for all CEB Connections
4 What if I pay less than LKR 1000?	Then you will not be eligible for the offer
5 Will I be entitled for LKR 600 if I pay LKR 2000?	No, for all payments of LKR 1,000 and above the waiver is LKR 300 from the following month's bill
6 Can I get the waiver for the current month I am paying?	No it will apply in the following month
7 What if I pay in the middle of the month then which month will it affect?	The offer will reflect in the following month's statement/bill regardless of the time of payment within the month
8 How many times am I eligible for the offer?	Per calendar month, maximum amount is three. Therefore for maximum of LKR 1,000 x 3 times a month. The following month the bill will be reduced by LKR 900 (maximum)
9 Does the waiver apply for bill before tax or after tax?	The amount is reflected on the consumption before tax. LKR 300 will be reduced from the following month's consumption before tax
10 What if my following month usage is less than LKR 300? Can it be carried forwarded to the following month?	It would reflect a credit balance as the net in your statement (if your starting balance is zero). If you had a starting balance it would be deducted from the starting balance and reflect in your statement.
11 What if I make a payment half in cash half in card, am I eligible for the offer?	No, the offer is only applicable for transactions made by Mastercard Debit, credit, SME or Corporate cards

12	Can I make a payment from any bank card or is there a specific bank?	You can make the payment from any Mastercard issued by any Bank or Financial Institute in Sri Lanka
13	My Mastercard debit card cannot be used for online transactions	Kindly speak to your bank regarding the same.
14	I want to get a Mastercard credit card, how can I get one?	Kindly speak to your bank regarding the same.
15	I didn't get the OTP number/ PIN number to make the transaction.	Kindly speak to your bank regarding the same.
16	I paid my bill at any super market why didn't I get the offer?	The offer is only applicable for payments made at www.ceb.lk or any outlets. This is not valid for other modes of payments
17	I have two connections under my name, is it applicable for both?	Yes, per connections you will receive a maximum of three times a month to get the offer.
18	To be entitled should I my bill be over LKR 1,000 before tax or after tax?	The offer is applicable for payments made over LKR 1,000