

FAQ – Ceylon Electricity Board

Question	Answer
1 What is the offer?	Mastercard cardholder will receive LKR 250 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, Prepaid, 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 500 if I pay LKR 2000?	No, for all payments of LKR 1,000 and above the waiver is LKR 250 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, subject to the billing cycle. Example - If customer Bill is printed on 5th of every month. For the month of Jan for example, Payment of LKR 1,000 paid on 31st Jan, the rebate of LKR 250 will appear in Mar bill.
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, subject to the billing cycle of the customer. If the rebate is not in the immediate month, it will be in the following month (Subject to the billing cycle of the customer)
8 How many times am I eligible for the offer?	Per calendar month, One Cash Back Rebate.
9 Does the waiver apply for bill before tax or after tax?	The amount is reflected on the consumption before tax. LKR 250 will be reduced from the following month's consumption before tax

10	What is 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, Prepaid or Corporate cards
11	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
12	My Mastercard debit card cannot be used for online transactions	Kindly speak to your bank regarding the same.
13	I want to get a Mastercard credit card, how can I get one?	Kindly speak to your bank regarding the same.
14	I didn't get the OTP number/ PIN number to make the transaction.	Kindly speak to your bank regarding the same.
15	I paid my bill at any supermarket why didn't I get the offer?	The offer is only applicable for payments made at www.ceb.lk . This is not valid for other modes of payments
16	I have two connections under my name, is it applicable for both?	Yes, as long as the payment is made through a Mastercard card issued in Sri Lanka
17	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
18	Can I scan the QR code using any bank application?	Yes, as long as the payment is made through a Mastercard card issued in Sri Lanka