

## Access All LUCELEC Services From Anywhere And At Anytime

# Access All LUCELEC Services From Anywhere And At Anytime

Submitted by cjoseph on Wed, 2023-05-17 11:58

**Castries, May 17, 2023** – The St. Lucia Electricity Services Limited (LUCELEC) Virtual Service Desk is here!

Image not found or type unknown



Access is granted to this latest remote option at [www.lucelec.com](https://www.lucelec.com) [1]. The portal enables customers and the general public to request LUCELEC services at their convenience and in one location.

LUCELEC built on its suite of remote business options in response to the COVID-19 pandemic. Prior to 2020, the company offered 2 remote options – its Bill Balance Inquiry and a MyAccount service with bill payments through local online bank accounts. The first adjustment was to include remote options so customers could access bill balances and make account queries through a mobile phone, WhatsApp and email.

The company since gave customers the remote option to access **ALL** its customer services and use credit and debit cards to make bill payments with MyAccount Pay Direct. In addition, bill payments made to Surepay and with MyAccount Pay Direct by the close of the company's business day of 4:00 p.m. on weekdays were reflected on customer accounts the same day.

Customers were also provided with mobile and WhatsApp options to request payment arrangements and manage their arrears with the LUCELEC Credit Control section.

The new Virtual Service Desk is an omni-channel customer service software system that enables users to access LUCELEC services from across multiple departments. These include applying for a new connection, request a change of name or address on an existing account, make a streetlight report and request a payment arrangement for an account in arrears.

LUCELEC Assistant Customer Service Manager Ms. Sharlyn Davidson says the innovative service system will meet the needs of customers who continue to request more remote engagement with the company.

“Given the greater need for virtual communication and business continuity amid the ongoing pandemic we adjusted our operations and service delivery to adapt to the new normal. We needed to provide that level of support to our customers who required service but could not make it to our offices and of course those who wanted to avoid the long lines. The Virtual Service desk meets all these needs in real and immediate time.”

LUCELEC customers can look forward to doing more business with the company online and at their

convenience, saving lots of time by avoiding traffic and queues.

Sort Order:

4

Tags:

[St. Lucia Electricity Services Limited](#) [2]

[LUCELEC](#) [3]

[Customer Service](#) [4]

[Virtual Service Desk](#) [5]

[Remote Options](#) [6]

[The Power of Caring](#) [7]

[utility](#) [8]

[Saint Lucia](#) [9]

[Carly Joseph](#) [10]

---

**Source URL:**<https://www.lucelec.com/content/access-all-lucelec-services-anywhere-and-anytime>

### Links

[1] <http://www.lucelec.com> [2] <https://www.lucelec.com/tags/st-lucia-electricity-services-limited>

[3] <https://www.lucelec.com/tags/lucelec> [4] <https://www.lucelec.com/tags/customer-service>

[5] <https://www.lucelec.com/tags/virtual-service-desk> [6] <https://www.lucelec.com/tags/remote-options>

[7] <https://www.lucelec.com/tags/power-caring> [8] <https://www.lucelec.com/tags/utility>

[9] <https://www.lucelec.com/tags/saint-lucia> [10] <https://www.lucelec.com/tags/carly-joseph>