

COVID-19 Customer Advisory #3

24/3/2020

Our Valued Customers:

LUCELEC is working to ensure your continued access to the services you need most during this time. As we continue to monitor COVID-19 developments, we remain committed to the safety and well-being of our customers and staff.

During this period of the partial country shutdown, our focus as an essential service, is on maintaining operations at our critical Cul De Sac Facility and dealing with faults on the transmission and distribution system. As such, walk-in services at all our Customer Service locations have been suspended until further notice.

We encourage you to send **all** requests to customersupport@lucelec.com [1]. Our staff will respond and advise you accordingly. Our Trouble Call Services at 452-2165 or 457-4765 in the north, or 457-4800 or 454-6617 in the south, remain available for **emergencies only**.

We have several other ways to access information you need. Call 457-4433 to get bill balances. Use our free online service at "myaccount.lucelec.com [2]" for detailed account information and online bill payments through your bank. Customers may also take advantage of Sure Pay's online or walk in service.

We're also working on additional ways for you to transact business with us electronically during this period. These will be unveiled as soon as they become available.

We're here to support you in every way we can and we will keep you updated on any further developments.

Sincerely,

Trevor M. Louisy
Managing Director

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Links

[1] <mailto:customersupport@lucelec.com> [2] <https://myaccount.lucelec.com>