

## Customer Advisory #1 - COVID-19 Changes in Operations

### **LUCELEC COVID-19 Changes in Operation**

**20/3/2020**

#### **CUSTOMER ADVISORY #1**

Our Valued Customers,

LUCELEC is actively monitoring the COVID-19 developments. We assure you that the safety and well-being of our customers and staff are of paramount importance to us. With immediate effect and until further notice, we are making the following changes to our Customer Service operations to minimize person-to-person contact and to control the potential spread of COVID-19.

At our Rodney Bay Office, we will limit the number of customers inside the office at any one time. We have also installed hand sanitizing stations and increased the frequency with which we sanitize touch surfaces.

We will no longer provide walk-in service to customers at Cantonement in Vieux Fort, and our Sans Souci Office remains closed for the time being.

We urge customers to call the following numbers for assistance: 457-4443; 457-4852; 457-4853; 457-4855. You may also contact us by email for general information or requests at [customersupport@lucelec.com](mailto:customersupport@lucelec.com) [1].

Customers may access bill balances by calling the Automated Inquiry Service at 457-4433. We encourage you to use or sign up for the free LUCELEC MyAccount online service at "[myaccount.lucelec.com](https://myaccount.lucelec.com) [2]" for account information and to make online bill payments through your bank. Customers may also pay bills through Sure Pay's online or walk in service.

These measures are necessary to ensure the safety of employees and our valued customers.

LUCELEC deeply regrets any inconvenience these temporary measures may cause and thanks customers for their understanding, patience and cooperation.

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#### **Links**

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