

LUCELEC To Have Phased Opening Of Its New Office In Sans Souci

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Castries, August 26, 2024 – The St. Lucia Electricity Services Limited (LUCELEC) announces the opening of its new customer service office at the CARILEC Building in Sans Souci. To ensure the comfort and safety of all customers and employees, a phased approach or soft opening will take effect on **Tuesday August 27, 2024**.

Customers are advised that some delays may be experienced in service delivery, as teams work diligently to meet the Company's usual service standards in the new space. And measures will be implemented to limit the number of customers within the building at any given time.

Customers are encouraged to continue to use the available remote options, which provide efficient and seamless service from the comfort of the home or office. These include:

1. The MyAccount service at myaccount.lucelec.com to monitor accounts and pay bills online.
2. Access to **all** customer services except bill payments, by mobile phone or WhatsApp message using 285-6796, 285-7859, 285-3593, 285-3329 and 285-8640.
3. Email customersupport@lucelec.com [1] for service requests or inquiries.
4. The Automated Account Inquiry Service at 457-4433 for bill balances.

LUCELEC wishes to thank its valued customers and the public for their patience and understanding, particularly during the extended disruption of its walk-in service in Castries. The team looks forward to serving customers from the new location and solicits ongoing cooperation as we strive to provide a safe and pleasant experience for all.

-ends-

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