

LUCELEC To Open New Customer Service Office In The South

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Submitted by cjoseph on Tue, 2021-06-15 11:00

Castries, June 15, 2021 – Customers and the general public will soon be able to conduct business with the St. Lucia Electricity Services Limited (LUCELEC) at its Southern office in Vieux-Fort. So says LUCELEC Chief Engineer Gilroy Pultie.

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“After much searching, we found a location along the Vieux-Fort Laborie highway, in the Martha’s Tyre office complex. It is diagonally opposite the Massy supermarket in that area. We have leased the first two bays in that building and our office is going to be on the Eastern end when you are driving towards Laborie from Vieux-Fort.”

Work on the LUCELEC Southern office began in January. The space was remodeled to facilitate operations and the modifications necessary to ensure the safety and comfort of customers and staff in a COVID-19 environment.

The temporary Customer Service office in the South will enable LUCELEC to undertake infrastructural works to address air quality issues at its Beanfield location. The design of that building made its repair while it was occupied impossible.

During the office closure and in keeping with our pandemic response, LUCELEC began offering all its customer services online. Customers were able to request services through WhatsApp, text and email and make payments using the MyAccount platform. The Rodney Bay office was also open.

LUCELEC apologizes to its customers for the inconvenience and thanks them for their patience while its office in Viuex-Fort was unavailable.

The LUCELEC Southern office will open on Monday, June 21, 2021.

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