

## LUCELEC SANS SOUCI OFFICE CLOSED FOR MAINTENANCE

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Submitted by rjoseph on Fri, 2019-07-26 18:35

**Castries, January 30, 2019** – The St. Lucia Electricity Services Limited (LUCELEC) Customer Service office at Sans Souci closed on Friday, July 26, 2019 and will remain so until further notice.

The closure is to facilitate remedial work to address air quality issues in the building to ensure customers and staff can use the building safely and comfortably. The closure of the Sans Souci office will not affect the quality and reliability of the electricity supply.

LUCELEC’s Senior Human Resources Manager Sharon Narcisse says the Company conducts regular tests of the air quality at all its locations and the latest test of the Sans Souci Office revealed some issues which need to be addressed.

“The safety of our staff and customers is paramount, and out of an abundance of caution we have decided to close the building to allow the issues to be adequately addressed. The staff will be temporarily relocated to our Cul De Sac facility in the meantime,” Mrs Narcisse explained.

It is expected that the remedial work at Sans Souci should last about two weeks. Upon completion, the building will be retested to ensure that it can be reoccupied safely. LUCELEC took similar steps with its Vieux Fort office over the last few weeks. The work there has been completed and that office has been cleared to be reoccupied. Arrangements are being made to move the staff back into the Vieux Fort Office, and to reopen the Vieux Fort Office to the public shortly.

The Company reminds customers who would normally transact business at its Sans Souci office that there are several other options available to them to ensure they are not unduly inconvenienced.

Customers can make bill payments at Sure Pay outlets or via the financial institutions that offer that service. Customers may use LUCELEC’s automated service to get their latest bill balance by dialling 457-4433 or use LUCELEC’s free MyAccount online service at “[myaccount.lucelec.com](https://myaccount.lucelec.com) [1]” for bill balances, more detailed account information and to pay their bills through their banks.

The Company’s Customer Service office in Rodney Bay and the soon to be reopened Vieux Fort Office are available to serve the public with the full suite of services including bill queries and new connection requests.

LUCELEC regrets any inconvenience caused to its customers and thanks them for their understanding.

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