

LUCELEC Upgrades Account Inquiry Service

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The St Lucia Electricity Services Limited (LUCELEC) is making it easier for customers to know their bill balance. The power company has re-instated its electronic bill balance inquiry service after a recent upgrade.

Accessible by telephone at any time, day or night, the electronic bill balance inquiry service can be used by customers in two ways.

The first (and preferred option) is to call 457-4433 for direct access. The second is to call the LUCELEC switchboard at 457-4400 and in response to the automated attendant instructions, press 1 to access the account inquiry service.

LUCELEC's Customer Service Manager Jennifa Flood-George says customers using the service will be prompted to enter an account number followed by the "pound" (#) sign using the keypad on their telephones.

"Your LUCELEC account number is 7 digits long and begins with the number 2. It may be found on the upper left hand side of your bill, below the address. Customers just need to follow the instructions, which are very straightforward. Once the account number has been validated, the system will tell you the amount and date of the last payment made, the current amount due, and the date by which that amount must be paid to avoid disconnection," Mrs. George explained.

The upgrade of the electronic bill balance inquiry is part of a suite of enhanced services that LUCELEC is making available to customers. Very soon, the company expects to provide customers online access to review their accounts and make online payments directly to LUCELEC.

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