

LUCELEC Vieux-Fort Office Closed For Urgent Maintenance

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Submitted by cjoseph on Wed, 2019-01-30 10:47

Castries, January 30, 2019 – The St. Lucia Electricity Services Limited (LUCELEC) Customer Service office at Vieux-Fort closed on Monday, January 28, 2019 and will remain so until further notice to facilitate unforeseen and urgent maintenance.

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The Vieux-Fort office closure is necessary to ensure customers and staff can make use of the building safely and comfortably.

The closure of the office will not affect the quality and reliability of the electricity supply to the South. And the Company reminds customers in the south who would normally transact business at its Vieux Fort office, that there are several other options available to them to ensure customers 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 [1]" for bill balances or more detailed account information.

The Company's Customer Service offices in Sans Souci and Rodney Bay remain available to serve the public with the full suite of services including bill queries and new connection requests.

Customers will be advised as soon as the Vieux Fort office reopens.

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

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Links

[1] <http://myaccount.lucelec.com/>