

New Connections

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Applying for a new connection is a simple process. If you have recently built a house and wish to have electricity connected, there are 5 steps you must follow. Applications in respect of Commercial and Industrial premises will generally follow the same process. For most individual domestic applications we will normally provide a single-phase connection unless otherwise requested.

Since the energy usage for Commercial and Industrial properties is sometimes large enough to require the installation of additional capacity (such as a transformer), these applications should be made well in advance of the date the supply is required. Please provide sufficient details about the electrical equipment and appliances you intend to use so that we may adequately meet your needs.

An application for electricity supply can be completed remotely by text, call or WhatsApp to 285-6796 | 285-7859 | 285-3593 | 285-3329 and by email at customersupport@lucelec.com [1] or at any LUCELEC administrative office in Castries, Rodney Bay and Vieux Fort.

The process for a new domestic connection for electricity supply will follow these five simple steps.

LUCELEC will seek to provide your electricity supply within 1-2 business days of payment.

Step 1

The house must be wired by a licensed electrician and inspected by the Electrical Department of the Ministry of Infrastructure, Port Services & Transportation. A Chief Electrical Inspectors Certificate of Approval will be issued by the Electrical Department if everything is in order. The Inspector's Certificate of Approval must be presented at the time of application.

Step 2

All new connection applicants must present a valid National photo ID card. Saint Lucian Nationals are advised that passports are not the preferred kind of identification as LUCELEC needs to capture both picture identification and the applicant's NIC number. A National ID Card or new Drivers' Permit can be used. For Non-Saint Lucian residents, a valid passport along with an NIC card will be accepted.

Step 3

A land register no older than 30 days. An applicant with a Deed of Sale must prove legal ownership of the property by having an attorney complete a company provided Move in Authorization Attorney-At-Law Form. The Deed of Sale is to be attached to that form and submitted.

If the person requesting the new connection is renting from the property owner, LUCELEC will provide the applicant with a Move In Authorization Form. This can also be used by commercial renters. The landlord/property owner must complete this form, sign it and attach a copy of his/her ID card.

Step 4

A security deposit based on an estimated two months of consumption must be paid at the time of application. The deposit will be retained by LUCELEC and accrue interest. The deposit and interest are refundable once the service is no longer required and all charges due are paid.

Step 5

If your premises are more than one hundred and thirty-five feet (135ft) from the nearest pole on the distribution system, the existing line may need to be extended. The cost of extending the distribution line will be estimated and you will be asked to pay this cost in addition to your deposit.

Estimate for a New Supply

If you request an estimate, we will respond within two (2) days with an acknowledgement and a request for a scheduled site visit to evaluate your needs. We promise to provide you with a cost estimate for the scope of work identified during the site visit, within fifteen (15) working days from the time the request was received by our Planning Department.

The new connection process is described in the YouTube video below:

Source URL:<https://lucelec.com/content/new-connections>

Links

[1] <mailto:customersupport@lucelec.com>