



Saint lucia electricity bills

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KNOWING your electricity bill balance and paying the St. Lucia Electricity Services Limited (LUCELEC) just got faster and easier with a free online service called MyAccount.

Through this service, LUCELEC customers can register for 24-hour access to their electricity account, manage multiple accounts (domestic and/or commercial) and pay online through participating banks. The system also allows customers to view their payment and consumption history over a 12-month period.

LUCELEC's Customer Service Manager Jennifa Flood-George says the new online service gives customers additional options for accessing information about their electricity account and receiving their bills.

"Beyond the instant access to their electricity account without having to come into or call the LUCELEC offices, the online service gives LUCELEC the opportunity to improve its efficiency in processing customers at its customer service locations. Staff who would normally be tied up with responding to these queries are now available to attend to the in-store traffic, thereby reducing the time customers may have had to wait," she explained.

Signing up for the MyAccount service is quick and easy. Customers must access the internet to visit myaccount.lucelec , select the "Register" button and sign up. The process requires customers to enter their LUCELEC account number and meter number (available on the LUCELEC bill) to register.

The banks providing online payments that can facilitate MyAccount are Scotiabank, CIBC First Caribbean International, Bank of Saint Lucia, Royal Bank of Canada and First National Bank.

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The office is located in Martha's Commercial Centre, opposite Gablewoods South, along the Vieux Fort-Laborie Highway (not Martha's Tyre Shop on the St Jude's Highway). The space has been customised to facilitate LUCELEC's customer service operations and ensure the safety and comfort of customers and staff, with COVID-19 safety protocols in mind.

LUCELEC Customer Service Manager Jennifa Flood-George says extensive maintenance work is required to make the company's Beanefield location a safe and comfortable workspace for staff and customers. The office was closed in 2019 due to air quality issues. What followed was a search for temporary offices to end the extended disruption of walk-in service to customers in the South of the island.

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