

COVID-19 Customer Advisory #2 - MD Message to Customers on COVID-19

Trevor M. Louisy, Managing Director of LUCELEC

Our Valued Customers:

As St. Lucia responds to the COVID-19 pandemic we, at LUCELEC, assure you that the safety and well-being of our customers, employees and communities, and sustaining the electricity supply remain our top priorities.

We have moved quickly to update our Business Continuity plans and to take measures to protect our critical operations. But we cannot do this without your support.

As we each do our part in limiting the spread of the COVID-19 virus, and in keeping with the advice of the authorities, we urge our customers to limit visits to our Customer Service Offices, unless it's absolutely necessary. We have many options for you to contact us or transact business with us electronically. You can find these on our website (www.lucelec.com [1]) and Facebook page (<https://www.facebook.com/thepowerofcaring> [2]). Please use them or send us an email at customersupport@lucelec.com [3].

In supporting the national effort to limit the impact of this COVID-19 pandemic we have put the following measures in place, with immediate effect.

- We have installed hand sanitizing stations at all of our locations and increased the frequency with which we sanitize surfaces.
- We are limiting the number of customers allowed inside our offices at any one time.
- No visitors will be allowed at our Cul De Sac facility.
- We have implemented self-screening and self-quarantine protocols for our staff.
- We have implemented a work from home policy for everyone who is not involved in critical operations and equipped them to be able to do so.

These and other measures are likely to cause some inconvenience to you but are needed to protect the electricity system.

This is a very fluid situation, one in which your health, safety, and the welfare of our country are major priorities. We have shown in the past our willingness to work tirelessly and in the most challenging circumstances to keep the lights on. And we give you our commitment to do so through this current crisis.

We are monitoring the ongoing developments and will provide further updates as necessary.

Trevor M. Louisy
Managing Director

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Links

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