

COVID-19 Customer Advisory #5

27/4/2020

CUSTOMER ADVISORY

LUCELEC Rodney Bay Office is Open

LUCELEC thanks you for your patience during the closure of our Customer Service offices as part of our COVID-19 protocols. Starting Wednesday, April 29, our Rodney Bay office will be open from 8:00 a.m. to 1:00 p.m. to provide a limited service.

In accordance with social distancing guidelines, we will limit the number of customers inside the office at any one time to six (6). Only two services will be offered – bill balances and account balance transactions.

Customers will be required to wear a mask, queue according to floor markers and use the hand sanitizing station at the entrance to the office. Posters will be placed inside and outside the office with additional guidelines.

These measures are necessary to ensure the safety of employees and our valued customers.

Customers can continue to access bill balances by calling the Automated Inquiry Service at 457-4433. You are also encouraged to use or sign up for the free LUCELEC MyAccount online service at “myaccount.lucelec.com” for account information and to make online bill payments through your bank. Customers may also pay bills through Sure Pay’s online or walk in service.

LUCELEC deeply regrets any inconvenience these temporary measures may cause and thanks customers for their understanding, patience and cooperation.

The following guidelines will apply to conduct business at the LUCELEC Rodney Bay Office. These measures are necessary to ensure the safety of our valued customers and employees and in keeping with the guidelines set by the authorities.

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