

## Getting Back On Track- Handling Arrears

The relationship LUCELEC has with customers is based on mutual responsibility. LUCELEC has a responsibility to ensure that we provide a service that is reliable, efficient, and cost effective, and our customers have a responsibility to pay their bills on time.

Even in cases where customers are unable to meet their bill payments, LUCELEC always ensures they have options and an open line of communication to manage their situation. LUCELEC's first response is always to work with the customer and avoid the costly process of disconnection. Working with the customer begins with the electricity bill which the company has made reader-friendly, and makes every effort to ensure that customers receive their bills. Customers can also call our customer service desk to check on their bill balance or use our electronic bill enquiry service by calling 457-4433 and following the prompts. LUCELEC also continues to solicit customer feedback on ways we can help them better understand their usage and our payment system.

All bills display the due date and any arrears clearly. Customers should know that disconnection can occur any time immediately after the due date. However, LUCELEC will never disconnect a customer without a courtesy call advising them that they are in arrears. After this courtesy call, the customer has the following options:

- Contact LUCELEC's Debt Control Department and arrange a payment extension to avoid disconnection.
- Contact the Debt Control Department to help track the payment and advise the Administrative Offices, if the situation arose because the payment was made late. Sometimes, arrears may show up on customers bill if payment on the previous bill was made late and after the current bills had been processed.
- Arrange a new payment plan with our Debt Control Department, if the situation arose because of debt from an old or previous account. The correct amount, based on the current usage of electricity, will then be transferred to the new account.

What if an account has been disconnected? Customers who are disconnected must pay their outstanding bill amount in full, in addition to a reconnection fee, which currently is set at \$22. In certain cases, an additional deposit is applicable.

LUCELEC wants customers to know that they do not have to wait until electricity costs have become unmanageable before they take the first step and communicate with the Company. If your financial circumstances have changed or your bill amount has spiked, please call LUCELEC or visit the administrative offices and discuss your situation with us.

If the issue is an increase in consumption, we can also provide you with tips for decreasing consumption and increasing energy efficiency. Many times the problem is as simple as unknown wasteful usage, poorly working appliances or wiring.

The most important thing is to be responsible, budget conscious, energy efficient and keep the lines of communication between you and LUCELEC open.

As usual, if you have any comments or questions associated with this article or about LUCELEC in general, please feel free to contact LUCELEC via email to [connected@lucelec.com](mailto:connected@lucelec.com) [1] or by calling 457-4400. You can

also visit our website at [www.lucelec.com](http://www.lucelec.com) [2] for additional information.

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