

## How can I pay my bill?

LUCELEC requires prompt payment of bills to avoid arrears and disconnection of service.

### Issue of Electricity Bills

An electricity bill is dispatched to each customer every month. This bill may either be based on your actual consumption, calculated using the meter reading obtained from your meter or alternatively, in cases where your meter may not be accessible, your bill may be an estimate of your average usage over the last six months. Payment of bills is due approximately thirty (30) days after the bill date for all types of customers.

### Methods of Payment

Bills can be paid in full as soon as they are received. For customers who are not always able to make full monthly payments, the option of making part payments throughout the month as funds come to hand is also available. Advance payments are also welcomed, especially in cases where customers expect to be away when the bill is issued.

Payments can be made by card, cash or cheque at any of our Administrative offices in Castries, Rodney Bay and Vieux-Fort.

Customers can sign up for our [MyAccount](#) [1] service to manage and pay their bills online through direct pay (use of a credit or debit card) or their online bank account. With MyAccount, customers can have their bills emailed, pay multiple accounts (business or domestic) and have 24/7 access to their payment and billing history.

### Payment Locations

For the convenience of our customers, we have made it possible for payment of bills at various business houses around the island. These are listed below:

#### LUCELEC's Administrative Offices

- John Compton Highway, Castries (closed temporarily until further notice)
- Providence Commercial Centre, Rodney Bay, Gros Islet
- Martha's Tyre Office Complex, Vieux-Fort Laborie Highway

#### Other Locations

- Sure Pay at Massy Stores outlets
- First Caribbean International Bank
- 1st National Bank
- Bank of St. Lucia
- St. Lucia Civil Service Credit Union Ltd. - Jeremie Street, Castries
- National Farmers Credit Union

- Dennery Community Credit Co-operative Society
  - La Resource Co-operative Credit Union
  - Laborie Co-operative Credit Union
  - Mon Repos Co-operative Credit Union
  - Micoud Co-operative Credit Union
  - Choiseul Co-operative Credit Union
  - Saltibus Co-operative Credit Union
  - Online Banking available to customers to Bank of St. Lucia and Bank of Nova Scotia
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#### **Links**

[1] <https://myaccount.lucelec.com>