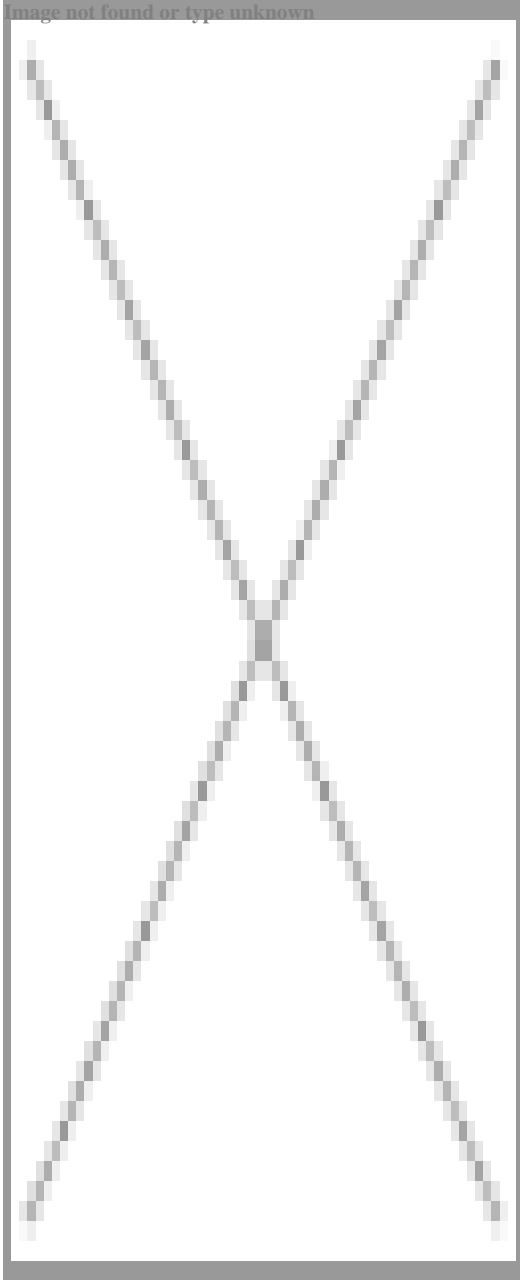


## LUCELEC Launches Online Access to Electricity Accounts



## LUCELEC Launches Online Access to Electricity Accounts

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.

Future plans for *MyAccount* include the ability to make fault reports and other service requests through the online platform.

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.com](http://myaccount.lucelec.com) [1], 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.

During sign-in, customers can also choose to receive an email notification of when their bill is ready for payment.

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.

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.

Future plans for *MyAccount* include the ability to make fault reports and other service requests through the online platform.

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.com](https://myaccount.lucelec.com) [1], 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.

During sign-in, customers can also choose to receive an email notification of when their bill is ready for payment.

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.

---

**Source URL:**<https://lucelec.com/content/lucelec-launches-online-access-electricity-accounts>

### **Links**

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