

## Trouble Call Service

We're back! And we wish all our readers, all our customers, the very best for 2011. During this year we will continue to provide you, through this column, all the information you will need to make the most of the service we provide. This first of our weekly columns for 2011 discusses LUCELEC's Trouble Call Service.

In order to ensure that customers have access to LUCELEC in the eventuality of an emergency, the company has instituted a 24 hour hotline called Trouble Call. This service ensures that LUCELEC is always available to attend to any issues that may arise with a customer's electricity supply including power failures, dangerously low service lines, sparking lines, etc. Although most of these electrical emergencies are rare, LUCELEC encourages any customer who notices an abnormal situation to contact the company without hesitation. The Trouble Call numbers are 452-2165 for customers in the north, and 454-6617 for customers in the south. If you dial the Customer Service department 457-4400 after working hours, you will automatically be redirected to Trouble Call.

It is important that customers exercise proper use of the Trouble Call system in order to help LUCELEC attend to all callers as quickly as possible. You should not contact Trouble Call for matters that would be more appropriately handled by the Customer Service department, such as bill queries, a change of address or a request to relocate a pole. Customer Service specializes in issues pertaining to your LUCELEC account while Trouble Call is reserved for emergencies.

When a customer calls to report an emergency, LUCELEC's Trouble Call operator records the customer's name, telephone number, address, and the location of the fault. This information is then passed on to the emergency service crews which are located in Cul de Sac, Gros Islet and Vieux Fort. If the crews are already attending to other calls, they may not be dispatched to you immediately. Priority is given to the most pressing situations. LUCELEC does, however, attempt to ensure a response in less than 75 minutes.

Trouble Call is one of many services that LUCELEC has put in place to ensure that the company is as efficient and reliable as possible. To this end, LUCELEC has made some critical strides, but remains vigilant in evaluating and improving its performance. The Company's long term goal is to provide a power supply that is as efficient as that of any developed country.

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].

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