

Your Electricity Bill

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Payments to the company can be made with cash, cheque, MasterCard, Discovery, American Express and VISA credit cards and through Bank of Saint Lucia, Republic Bank, CIBC First Caribbean and 1st National banks.

Paying Your Electricity Bill

Account Payment Policy

It is your responsibility as an electricity consumer to make payment of all amounts billed within 30 days of the billing date. All the amounts still owing after 30 days of that bill are subject to disconnection without further notice.

Bills can be paid in full as soon as they are received. Customers who are unable to make full monthly payments have the option of making part payments throughout the month as funds come to hand. Advance payments are also welcomed, especially in cases where customers expect to be away when their bill is due.

Payment Methods and Locations

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.

We have also made it possible for the payment of bills at various business locations around the island. These are listed below:

LOCATION	TELEPHONE NUMBER
LUCELEC's Offices	
Castries Administration Office (<i>Open Weekdays from 8:00 a.m. - 4 p.m.</i>)	457 - 4400
Southern Administration Office (<i>Open Weekdays from 8 a.m. - 4 p.m.</i>)	457 - 4852
Rodney Bay Administration Office (<i>Open Weekdays from 8 a.m. - 4 p.m.</i>)	457 - 4440
Other Locations	
First Caribbean Bank	456 - 1000

1st National Bank	455 - 7000
The Laborie Credit Union	454 - 6090
Bank of St.Lucia	456 - 6000
The Choiseul Credit Union	459 - 3119
The Mon Repos Credit Union	455 - 3372
The Micoud Credit Union	454 - 4499
National Farmers Credit Union	454 - 6710
Dennerly Community Credit Cooperative Society Ltd.	453 - 4189
Saltibus Cooperative Credit Union	455 -1259
La Resource Cooperative Credit Union	453 - 3416
St. Lucia Civil Service Cooperative	452 - 4807 /8 /9
All Sure Pay Outlets island-wide	456-6500

Customers may also make cheques payable to:

St. Lucia Electricity Services Limited
John Compton Highway
P. O. Box 230
Castries

Online bill payments are also available through Bank of Saint Lucia, Republic Bank, CIBC First Caribbean and 1st National banks.

(NOTE: Ensure the payment is made in sufficient time to reach us before the due date. Most banks require 1-3 business days to process online payments.)

Disconnection / Reconnection Policy

Disconnection can occur at any time after the due date shown on your bill. After the due date it is your responsibility to ensure our Credit Control Section is informed of any payment made at any location other than our Administration Offices. When disconnection occurs, reconnection will only be done after full payment of the arrears, reconnection fee, and additional deposit (this is applicable in cases where the meter has been removed for non-payment on the account).

Your Responsibility Regarding Damage

When your service is disconnected for non-payment of arrears, you are responsible for taking whatever action is necessary to protect your assets. LUCELEC will not be held responsible for any damage, including the loss of frozen foods.

Source URL:<https://lucelec.com/content/your-electricity-bill>

Links

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