



Media Release

Issued by the Corporate Communications Department,
Trinidad and Tobago Electricity Commission.

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www.ttec.co.tt

VISION - Leadership in Energy Delivery, Excellence in Customer Service... enhancing the quality of life for all.

MISSION - To provide a safe, reliable, high quality electricity supply, in an environmentally responsible manner, utilizing best practices, through empowered employees committed to excellence and customer satisfaction.

March 15, 2020

PUBLIC SERVICE ANNOUNCEMENT

Covid-19: Change in operations at T&TEC Service Centres

As the provider of an essential service, the Trinidad and Tobago Electricity Commission is committed to maintaining its high level of service to customers as the country collectively adopts measures to limit the spread of Covid-19 (Novel Coronavirus).

In an effort to ensure the health and safety of employees and customers, protocols were previously implemented to increase sanitization at all customer touchpoints across the Commission.

Effective Monday March 16, additional procedures will be effected, as follows:

- Customers are strongly encouraged to utilise T&TEC's website to pay bills and initiate service requests such as new connections, temporary disconnections, account transfers, relocation of poles, meter checks and updating contact information.
- For customers who are unable to conduct business online, **Service Centers will be open for bill payments ONLY.**
- Social distancing protocols will apply at all service centres. Customers are encouraged to exercise patience as wait times **may** increase during this period.
- Customers who require other services are required to contact their nearest service centre via telephone or email to initiate those services.
- Customers who require bill balances or a copy of a bill are reminded to sign-up for e-billing or download the T&TEC Mobile App from the Apple or Google Play stores.

Website: www.ttec.co.tt

Email for all service centres: SServicecentreHO@ttec.co.tt

Continued below

TELEPHONE CONTACTS

CUSTOMER SERVICE CENTRES	TELEPHONE NUMBERS	EXTENSIONS
San Fernando	657-7281/4	3905, 3904, 3905, 3914, 3507
Rio Claro	644-2495	3973,3972
Point Fortin	648-2792	3942, 3943
Penal	647-1223	3961,3962
Marabella	658-7594	3951, 3952
Arima	664-1474/7	7652,7653,7654
Sangre Grande	668-6429	7962, 7963
Curepe	662-9289	7953, 7954
Couva	679-0378	9944, 9945
Chaguanas	672-0955/6	9951, 9952
St James	623-5070	1922,1920,1906
Tobago	639-2541	5903,5907
Broadway	624- 0720	4624,4625
Frederick St	623-2611	2825, 2824, 2826, 2827

Approved

Manager Corporate Communications
Trinidad and Tobago Electricity Commission