GOVERNMENT OF THE VIRGIN ISLANDS

PRESS RELEASE

Tel: (284)468-2730
Official Government Website:
https://gov.vg

New MoU to Strengthen Customer Service Training for BVIEC

Release Date: 16 October, 2026



A recently signed Memorandum of Understanding (MoU) between the Office of the Deputy Governor and the British Virgin Islands Electricity Corporation (BVIEC) will

create formal pathways for employees within BVIEC to receive training through the Government’s Customer Service Programme.

Developed as one of four priority areas for Public Service Transformation, the Office of the Deputy Governor has placed significant focus and resources into developing the Customer Service Programme as a modern, people-centric and results-driven approach to how public services are delivered across the Territory. Through this agreement, BVIEC staff will now have access to the same structured training, tools and standards that are shaping service delivery within the public service.

The MoU was signed on 30th September, 2026 by Permanent Secretary Mrs. Sharleen DaBreo-Lettsome, MBE on behalf of the Office of the Deputy Governor and General Manager, Dr. Neil Smith on behalf of BVIEC.
Speaking at the signing, PS DaBreo-Lettsome highlighted the significance of the initiative, both for the Office of the Deputy Governor and the BVI Electricity Corporation. She said, “We are looking forward to creating this formal relationship with BVIEC for Customer Service training at all levels of the organisation. This is also a testament to the work we have done to build this programme to a world standard, which we can now use as a tool to impart knowledge for the development of others.”

Dr. Smith also welcomed the partnership, noting that it is the beginning of a much needed step for BVIEC, and highlighting his anticipation of seeing the results of the training take rook within all operating arms. At the heart of the agreement is a Customer Service Learning Attachment Programme, which will place BVIEC employees within the Customer Service Care Centre (CSCC) for structured, hands-on learning. Each attachment will ordinarily run for approximately six weeks, with participants placed individually or in small cohorts over the twelve-month term of the MoU.

During their attachments, participants will gain practical exposure to customer engagement, complaint handling and service recovery, contact centre operations, quality assurance and performance monitoring, and the use of customer feedback

to improve service delivery.

Where relevant and available, participants may also access training and professional development opportunities through the Virgin Islands Public Service Learning Institute (VIPSLI), complementing the practical experience gained at the CSCC.

The partnership reflects a wider commitment to ensuring that residents receive a consistent, courteous and dependable standard of service, whether they are engaging with a Government department or a statutory body.

For Additional Information Contact:

Jaimeson Hazel
Assistant Information Officer
Office of the Deputy Governor/Governor's Group/Constitutionally Established Departments
Telephone: 1 284-468-2350
Email: jhazel@gov.vg

Additional Documents or Media

- press_release_new_mou_to_strengthen_customer_service_training_for_bviec.pdf
- BVIEC_CSCC MOU
- BVIEC_CSCC MOU 2