

Filing a Complaint with the ERA about Caribbean Utilities Company, Ltd.

The following outlines the steps in filing a complaint to the Electricity Regulatory Authority (ERA) about Caribbean Utilities Company, Ltd. (CUC):

1. The first step in the ERA complaint process is to fill out, in detail, a Complaint Form. A Complaint Form can be printed from a link at the Complaints webpage on the ERA website, or received in person at ERA Offices in Grand Pavilion.
2. Please note the following when completing your Complaint Form:
 - All Personal Details must be provided to the ERA. The ERA does not pursue anonymous complaints or complaints made by telephone
 - The Complaint Form should be signed and dated
 - You should provide a clear account of the complaint and how it originated. If you need assistance in completing the Complaint Form a member of the ERA staff will be available to assist you during regular business hours
 - A copy of the complaint you submitted to CUC and the date in which you submitted that complaint
 - A copy of the CUC response to your complaint. If you did not receive a response from CUC, please note that on your Complaint Form
3. The Complaint Form can be delivered to the ERA as follows:

Physical Address: Electricity Regulatory Authority of the Cayman Islands
Suite 14, Grand Pavilion Commercial Centre
West Bay Road, Grand Cayman

Mailing Address: Information Manager
Electricity Regulatory Authority of the Cayman Islands
P.O. Box 10189
Grand Cayman KY1-1002
CAYMAN ISLANDS

Email: foi.era@gov.ky

Your complaint will be treated in confidence. The information you provide in your complaint will only be shared with those persons who need it in order for your complaint to be investigated and resolved.

You can telephone the ERA at 1 (345) 949-8372 at any time during normal business hours to check on the status of your complaint resolution.