

How to make a request for information from the ERA

Please review the *ERA Publication Scheme* document on the Freedom of Information webpage (<http://www.caymanera.ky/freedom-of-information>) to determine whether or not the Electricity Regulatory Authority (ERA) holds the information you are seeking. You may also direct any questions you may have to the ERA Information Manager by email at foi.era@gov.ky or by telephone at 1 (345) 949-8372.

If the ERA retains the information you seek, you must submit a request in writing (i.e. letter, e-mail or on the Freedom of Information Law 2007 Application Form¹) to gain access to that information. Written requests should be specific about which information you are requesting, as this will ensure a prompt response. Please include a daytime telephone number so that you can be contacted to clarify your request (if necessary).

In your written request you will need to state the following:

- 1) Your detailed request for information;
- 2) Whether you wish to inspect or view the information or records; or
- 3) The format in which you wish to receive the information requested (e.g. photocopy, compact disc, transcript); and
- 4) The number of copies required for each record

Please see "*The costs associated with a request for information*" on the Freedom of Information webpage (<http://www.caymanera.ky/freedom-of-information>).

Information outlined in the *ERA publication scheme* is accessible to you as follows:

Online

Some documents are published electronically on the ERA website and can be downloaded in PDF format. Please visit <http://www.caymanera.ky> to view this information. If you experience problems locating information at the ERA website (that is listed in the *ERA Publication Scheme* as being available at the ERA website) please contact the ERA Information Manager by email at foi.era@gov.ky or by telephone at 1 (345) 949-8372.

Email

Information listed in the *ERA Publication Scheme* may be requested via email, at foi.era@gov.ky. Please provide a daytime telephone number in your email request.

Telephone

Questions related to freedom of information procedures can be discussed with the ERA Information Manager by telephone at (+1) 345 949-8372.

¹ This form can be down-loaded from the Freedom of Information Unit website at www.foi.gov.ky or you can collect a copy of this form from the Electricity Regulatory Authority offices at Suite 14, Grand Pavilion, West Bay Road, Grand Cayman between 8:30 a.m. and 5 p.m. Monday to Friday.



Mail

Information listed in the *ERA Publication Scheme* is likely to be available in hard copy. Requests (in English) for hard copies of information may be addressed to:

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

In your request, please provide your name and address and full details of the information or documents you request to receive. Please provide a daytime telephone number so that the Information Manager can contact you for clarification (if necessary). For faster processing, please also include any applicable fee. (*NOTE: fees submitted via mail should be in the form of a Bank Draft in Cayman Islands Dollars. Cash or personal checks will not be accepted).

Personal visits to ERA Offices

You may also choose, or be required, to make an appointment to view information listed in the *ERA Publication Scheme* at ERA offices, during normal business hours (Monday through Friday from 8:30 a.m. to 5:00 p.m.). Appointments to view information may be made by contacting the ERA Information Manager via email at foi.era@gov.ky