



Tuesday, March 24, 2020

Press Release

CUC Customer Update

In responding to the COVID-19 pandemic crisis, CUC continues to focus on the health and safety of our employees, their families and the general public while ensuring the continuity of electricity service to the Grand Cayman community.

The Company has plans in place to deal with crises such as this but given the unprecedented nature of the pandemic and how quickly the situation changes there are uncertainties in predicting how deep of an impact and how long this crisis may last. The Company fully supports the actions taken by the Cayman Islands Government and other private sector leaders thus far to limit and reduce the impact and uncertainty to the community and we ask that all be calm and patient as we all adjust our lives to respond to this temporary crisis.

We are maintaining regular teleconferences with Fortis Inc. and other utility groups to share experiences and best practices in responding to this pandemic. Within CUC, We are holding regular virtual meetings to communicate decisions, disseminate official information on the pandemic and to get feedback on our weekly operations.

We continue to work closely with our vendors and service suppliers looking out to the weeks ahead to ensure that our critical supplies and services remain available. We do not at this time anticipate any curtailment of the electricity supply.

As of Monday, March 14, all staff that could do their work from home are working from home including half of the Customer Service Representatives. Approximately 80% of normal office-based staff are now working from home. Customer call response rates declined earlier in the week but by the end of the week were back up to the 90% level. We thank you for your patience.

Field and Power Plant employees also adjusted their work schedules with a smaller percentage (23%) working from home and the rest splitting into more staggered shifts so as to increase the social distancing. An intense focus on sanitation of shared surfaces is also being maintained.

With respect to customer bills, we announced a week ago that disconnections would be suspended for March and that credit extensions would be given to customers who found themselves unable to pay because of loss of income due to the crisis. We are extending the suspension period to include April to allow time for all customers who require assistance to

Caribbean Utilities Company, Ltd.

457 North Sound Road, P.O. Box 38, Grand Cayman KY1-1101, CAYMAN ISLANDS
Tel: (345) 949-5200, Fax: (345) 949-5203, Website: www.cuc-cayman.com





contact us. The Customer Bulletin, available via the below link, gives more details on the customer assistance.

<https://www.cuc-cayman.com/customer-service-online/covid-19/>

For further information please contact:

Pat Bynoe-Clarke

Manager Corporate Communications

pbynoe-clarke@cuc.ky

Mobile: 916-8522