	Caribbean Utilities Company, Ltd. Customer Services Code Bulletin		Doc No. CSC-00001 Rev. 4
	Auxiliary, Emergency and Standby Electrical Generators		Page 1 of 2 Effective Date: April 23, 2019
	Prepared by: J. Ebanks	Reviewed by: D. Watler, R. Brown	Revision Date: April 9, 2019

Summary

The purpose of this bulletin is to bring awareness to the installation of auxiliary generators for customers who already have their electrical service established. Installations of auxiliary generators shall be installed in compliance with the requirements of the Cayman Islands Government Central Planning Authority (CPA), Caribbean Utilities Company, Ltd. (CUC) T&D Code, Customer Service Code and T&D Standards, NEC and the NESC. CUC's customers have the opportunity to install auxiliary generators at their leisure, considering the installation is in compliance with the above said parties requirements.

Scope

All CUC customer owned emergency, standby and auxiliary electrical generators with the ability to connect to CUC's Distribution System in Grand Cayman. This bulletin may not apply to CORE, DER or bespoke Power Purchase Agreement customers.

Target Audience

All electrical contractors in Grand Cayman.

Affected Document


Customer Service Code – Section 4.3 “Auxiliary Generators” Existing Text

“If any Customer installs an emergency generator for his/her own use, in case of a temporary failure of CUC’s service, an approved double-throw switch (either manually or automatically operated) must be provided in the service entrance equipment to preclude the possibility of energy feedback into the CUC system. The generator is not to be interconnected with the electric grid before the Building Control Unit and CUC are satisfied that the equipment complies with the NEC, NESC and CUC’s safety standards available on CUC’s website.”

What you Need to Know

CUC is dedicated to providing safe and reliable electrical service to our customers. CUC's service equipment is designed, installed and maintained to provide adequate service to each Customer's connected equipment and appliances described in the load data furnished by the Customer at the time of connection. CUC has the right to insist that all equipment and appliances connected by Customers to its circuits shall not adversely affect the quality or reliability of CUC's equipment and electrical network.

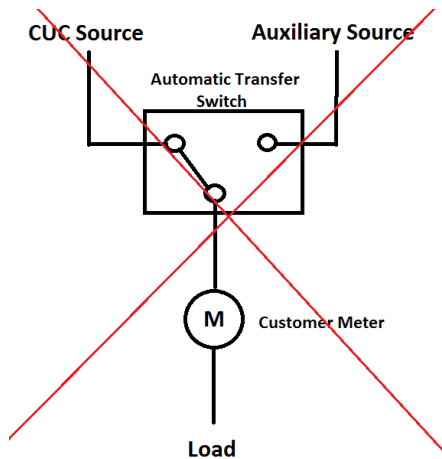
CUC has recently received a number of requests for Emergency, Standby and other electrical generator installations to existing customer equipment. As standard process, CUC Planning representatives will meet and review the proposals with the electrical contractors to discuss installation requirements of the customer's equipment. CUC has observed through these meetings an opportunity to clarify the current section in the Customer Service Code (section 4.3) as it relates to “Auxiliary Generators”.

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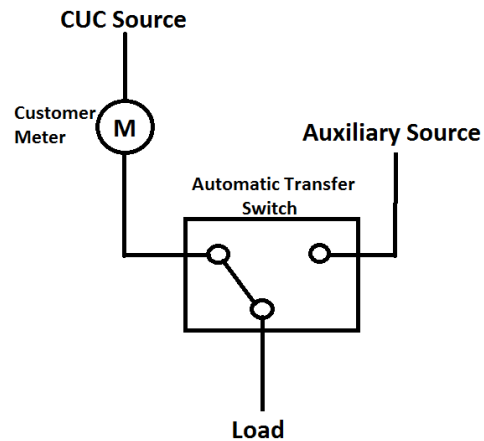
Customer Service Code Changes

Effective as of the above listed Effective date, CUC shall not permit installations of auxiliary, Emergency, Standby and other Electrical generators where the “Transfer Equipment” is proposed to be installed on the source side of the CUC electrical meter. Only proposed installations where the “Transfer Equipment” is on the load side of the CUC electrical meter will be considered for approval upon CUC review. This bulletin will stay in effect until further notice by CUC.

“If any Customer installs an emergency generator for his/her own use, in case of a temporary failure of CUC’s service, an approved double-throw switch (either manually or automatically operated) must be provided in the service entrance equipment to preclude the possibility of energy feedback into the CUC system. The approved double-throw switch shall be connected electrically on the load side of the customer meter to also preclude the possibility of inaccurate billing of the customer meter. The generator is not to be interconnected with the electric grid before the Building Control Unit and CUC are satisfied that the equipment complies with the NEC, NESC, and CUC’s safety standards available on CUC’s website.”



Disapproved Installation



Approved Installation