



Customer Directive/Service Termination Form

Caribbean Utilities Company, Ltd.
Customer Service Department
P.O. Box 38, Grand Cayman KY1-1101
Tel: (345) 949-5200, Fax: (345) 945-1218

Email: service@cuc.ky, Website: www.cuc-cayman.com

I _____ hereby authorize and direct Caribbean Utilities Company, Ltd. to:

- Terminate electrical service close my account and refund deposit, net any amount due to CUC
- Terminate electrical service at the address below, and charge the card provided on the attached One-time credit/debit card form, for any amounts owed to CUC
- Terminate electrical service, close my account and transfer deposit/balance to:
CUC Account Number: _____ Customer Name: _____
Signature of customer that balance will be transferred to: _____

Effective date: _____

I understand that I will be charged a final bill amount, from the date of my last electrical bill, through the requested date of termination.

Other Service Requests:

- Change mailing address for all future billings and correspondence to: P.O. Box _____ KY1- _____
- Automatically reactivate my account to avoid an interruption in service at: _____
- E-Billing: Send monthly bills via email to: _____

Other Notes: _____

Customer Account Information and Contact Details

Customer's Name [as it appears on bills]: _____

Account Number: _____ [or Meter Number]: _____

Service Address: _____

Mailing Address [PO Box]: _____ KY1 - _____

Primary Email Address: _____

Secondary Email Address: _____

Primary Contact Number: _____ Secondary Contact Number: _____

Privacy Notice:

Personal information collected by CUC is accessible only by authorized personnel and is used for connection of electricity services, notifications relating to your electricity account(s) and distribution and collection of other relevant information affecting service(s). For further details please review our full Privacy Notice which can be accessed at any time via our website at www.cuc-cayman.com. CUC will contact customers to notify of imminent disconnection and outages. Information is also shared with third parties in relation to the collection of funds, both for current and overdue balances. It is the customer's responsibility to notify CUC if contact details have changed.

Declaration

I, the undersigned, hereby release, indemnify, and hold CUC harmless from and against any and all claims, losses, cost and liabilities arising in any way from the execution of the above instructions. It is further understood that the undersigned will be liable for all unpaid amounts and authorizes CUC to transfer any outstanding amount to any of the undersigned's active CUC accounts.

Customer's Signature [or signature of legal personal representative]: _____

Signature of Additional Account Holder: _____

Date of request: _____

If acting on behalf of a customer as his/her legal or personal representative, you must also provide the following documents:

- a] If a Customer is deceased and has left a will: [1] a copy of the death certificate and [2] a probate copy of the will.
b] If a Customer is deceased and has NOT left a will: [1] a copy of the death certificate and [2] a copy of the letters of administration. c] In the case of a living Customer: [1] a copy of the Court documents or Power of Attorney granting authority to you or [2] a signed letter giving permission for you to act on behalf of the account holder, along with Photo ID of the account holder

Note: Please ensure that the declaration is signed and a valid photo identification (driver's license or passport) provided when submitting this form. If you are acting on behalf of a customer you will also need to provide evidence of authority. Accounts may only be set to automatically go back to the name of the owner, and will require a security deposit to ensure no interruption of electricity service. **Service fees may apply.**

For Official Use

- Email verified (same as on file) ID on file and valid
 Contact Details up to date Signature(s) the same as account holder (or authorization on file)

Please Verify:

1. Is there a DD light at this location? Yes No 2. Should the light be disconnected, and removed? Yes No

3. Should the DD light be transferred to another customer? Yes No

4. What is the new customer Account # _____ and Contact details: _____

Account information checked/verified by:

Name of Customer Service Representative: _____

Signature: _____ Date: _____

Return signed form to **CUC, Customer Service Department, P.O. Box 38, Grand Cayman KY1-1101, or via E-mail: service@cuc.ky**