

COVID-19 UPDATE

Caribbean Utilities Company, Ltd. | April 2, 2020

At CUC, we are here to support the Grand Cayman community during these difficult circumstances. Like the rest of the community, we find ourselves in a changing environment as we observe the impact this malady has had on our country and others. We have in place plans to help our customers and employees through this COVID-19 crisis. Below we outline our initial programme to assist customers. As circumstances evolve, these plans may be updated to ensure our customers are receiving all the assistance we can provide them. Our plans will be re-evaluated at the end of each month for the duration of this COVID-19 crisis. We want to reiterate our commitment to you, and that together, we will see this through.

Each of our Customers is **UNIQUE**

As a large employer of Caymanians for the past 54 years, CUC is not only an essential service provider to the community, our Company and its employees are **members** of the community. We are listening and we are here to help you. We recognise **each** customer's situation is different and that is why, we are committed to serving each customer as needed, on a case by case basis. We are here to help you determine the best way forward for you.

For our Residential and Small Commercial Customers, our normal assistance programmes apply, we always offer:

- Full bill payment extensions for up to one month so you have time to adjust to new circumstances.
- Payment plans – we review your outstanding amounts and make a plan for future repayment.



These plans are examples of our offerings but we have every intention of being flexible and working with each and every one of our customers to help with your specific needs.

If you would like to receive e-mails, contact us at service@cuc.ky or 949-5200 and we will sign you up to receive our e-notifications.



Extended Credit Term - 90 Days Credit

Any Residential or Small Business Customer may contact us to arrange Extended Credit Terms as laid out below:

1. Maximum age of credit term is 90 days (3 months)
2. Maximum balance \$900.00 for residential customers (this amount is derived from the average residential bill of \$250.00 per month), Extended Credit Limit for Small Business customers based on 3 months of typical usage. We encourage customers to conserve their electricity use, especially during these times.
3. For Renters whose account is in the name of their landlord, your landlord will have to request Extended Credit Terms on your behalf.
4. Repayment to occur over 6 months after the 90 day extended credit period.
5. For our Large Commercial Customers we will be reaching out to you individually to discuss your needs.

Please note other conditions apply.

No Finance Charges

Late Payment Fees will not be charged to any customer from March to June 2020.



Customer Assistance Programme

To help meet the challenges presented by the COVID-19 outbreak, we are now also:

Ceasing Disconnections initially for March and April to allow customers time to assess their situations and contact us to arrange Extended Credit Terms. No decision has been made at this time for when disconnections will resume.

A Fourth Extension: CUC has always allowed customers up to 3 payment extensions within a 12 month period. Payment extensions allow a customer to request up to an additional 30 days to pay their bill. If you have utilised all of your existing extensions and require extra time in the form of a month or less this option is now available to you.

We are here to make sure you have the

POWER

We are monitoring our network and systems closely, and our technical teams and Contact Centre Team remain ready to respond and support the people of Grand Cayman. We continue regularly scheduled work with adjustments to take your safety and that of our employees into consideration in these unprecedented times, while ensuring we are able to deliver the electricity our Island relies upon every day.

We are fully confident that our operations will continue.

- Moving to a new house and want the lights on when you enter the door? We are here.
- Experiencing an outage? We are here and ready to respond.
- In need of a security light installation to address visibility and safety concerns? We are here.



The more **YOU** know the less **YOU** need to worry

We have been and will continue to issue communications informing you of:

- Our offerings to assist **you**.
- The many ways **you** can contact us.
- How **you** may manage **your** consumption.

If you have an e-mail address on file with us, we are issuing informative e-mails frequently. Alternatively, follow one of our social media pages for frequent updates.