

CUC CONVENIENCE

April 2020

Urgent **Billing Information**

Due to public health measures implemented by the Cayman Islands Government to minimise the spread of COVID-19 in our community, the Cayman Islands Postal Service has temporarily closed their doors and is currently not processing mail, locally or internationally. While CUC is currently not disconnecting customers, we are committed to providing customers with information about their energy consumption and current balances.

To ensure customers receive their bills on time, the following initiatives have been implemented and customers are encouraged to take advantage of online billing options.



1 Receiving Bills by E-mail

Effective April 2020, CUC will be converting all customers with e-mail addresses on file to e-Billing to ensure that they stay informed and are better able to manage their account(s).

Customers will receive statements via the e-mail address provided for their account(s).

It is anticipated that e-Billing will continue to be CUC's primary means of statement distribution during this crisis.



2 Updating Information

Residential and commercial customers who need to update their contact details to receive e-Billing should complete the necessary forms located on the Company's website at www.cuc-cayman.com (click "Customer Service" tab, click "Forms" and click "Commercial Customer Update Form (September 2019)" or "Residential Customer Update Form (September 2019)". Send the completed form(s) to service@cuc.ky



3 My CUC

Customers can sign-up for our online service through "My CUC" on the website. Click "LOGIN", click "My CUC" and select "Register Today". Through this service, you have the power to track your consumption, contact Customer Service, view and pay your electricity bills from your laptop, home computer, telephone and tablet.

Our online service offers great features including the ability to track daily costs and schedule automatic payments. Your card will be automatically debited by the system for your bill amount monthly on the date selected. Card information can also be updated or changed at your request. Through this online payment system, you will be sent e-mail reminders and receipts of the bill payments for your account(s).



For more information on our other convenient payment methods, visit our website at www.cuc-cayman.com or contact our Customer Service Team at 949-5200 or via e-mail at service@cuc.ky

For a step-by-step guide on "My CUC" go to www.cuc-cayman.com/upimages/otherpdf/1484813689cucpowerpay.pdf