

Standby Generator Installations “Post Construction”

When installing a generator for an existing complex (not new construction) changes may be required to the property's electrical service entrance configuration. The changes are necessary to ensure safety and accurate billing for electricity consumption. These changes also impact the administrative delivery of the electricity service.

Post construction installation will require replacement of all CUC meters with customer owned meters and will result in the complex participating in a sub-metering programme. This means all billing will be allocated to the complex via one or more CUC owned meters, which CUC will read and bill. The re-allocation of electricity costs to each dwelling will be the responsibility of the HOA or Strata. The electrical contractor shall be responsible for identifying the impacts of installing the standby generator. They will also initiate discussions with CUC as well as the customer to determine the appropriate way forward to complete the installation of the standby generator.

Sub-Metering:

The Strata/HOA in conjunction with their electrical contractors, will need to determine the manner in which to allocate electricity costs. This should be determined early in the project planning phase. Please note, CUC does not sell sub-meters. Meters required for sub-metering purposes must be sourced and installed by the electrical contractor.

The CUC Customer Service Code offers the below initial guidance in relation to sub-metering (additional detail can be found within the customer service code section 10.3):

Service received from the Company shall be for the Customer's own use and shall not be resold for profit. Where individual metering of Electric Service is not required and master metering is used in lieu thereof, reasonable appointment methods, including sub-metering, may be used by the Customer solely for the purpose of allocating the cost of the Service billed by the Company. Any fees or charges collected by a Customer for Service billed to the Customer's account by the Company, whether based on the use of sub-metering or any other allocation method, shall be determined in a manner that reimburses the Customer for no more than the Customer's actual cost of Service.

- The CUC Customer Service Code can be found [here](#).

Administrative Changes:

The impacts of a change to sub-metering are as follows:

- **No Individual Bills:** Individual complex owners are no longer CUC account holders and will no longer receive bills from CUC that can be utilized as proof of residence, nor can CUC provide letters verifying the same.
- **Billing Rate Class Change:** The billing rate class will no longer meet the criteria of a residential customer found in the CUC Customer Service Code and as such the billing rate will be reclassified from residential to commercial as the individual complex units are billed via a master meter. The definition of a residential customer can be found below.
 - Residential (Rate: R): Applicable to residential customers in a single dwelling house, a mobile home, or individually metered single apartment unit or other unit having housekeeping facilities, occupied by one family or household as a residence. The premises of such single dwelling may include an additional apartment with separate housekeeping facilities, as well as a garage and other separate structures where they are occupied or used solely by the members or servants of such family or household. Also, for energy used in commonly-owned facilities in condominium and cooperative apartment buildings subject to the following criteria: (a) 100% of the energy is used exclusively for the co-owner's benefit. (b) None of the energy is used in any endeavor which sells or rents a commodity or provides service for a fee. (c) Each point of delivery will be separately metered and billed. (d) A responsible legal entity is established as the Customer to whom the Company can render its bill(s) for said service.
 - To learn more of the various CUC rate classes and the format of bills please view this link: <https://www.cuc-cayman.com/customer-service/understanding-your-bill/>. Properties will transition to Small Commercial (Rate Class: C) or Large Commercial (Rate Class: L). Locations that classify as Large Commercial will qualify for Demand Billing. Find more information in relation to demand billing [here](#).
 - To determine if the complex will qualify as Small Commercial or Large Commercial, please contact Service@cuc.ky to request a billing analysis.
- **No Access to CUC Consumption Tracking Tools:** Individual unit owners will be unable to create a PowerPay account or access any of CUC's consumption tracking and management tools.
- **Do not Qualify for Customer Share Purchase Programme:** Individual complex owners will no longer be CUC account holders and as such no longer qualify to participate in the CUC Customer Share Purchase Plan (CSPP): <https://www.cuc-cayman.com/customer-service/customer-share-purchase-plan/>

For any queries in relation to the above changes, please do not hesitate to contact the Customer Service Team at service@cuc.ky