



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

Customer Directive Form

Services are available Monday through Friday 8:30 am to 4:00 pm excluding Holidays. Disconnection of security lighting is generally completed within four (4) to six (6) working days (times may vary based on conditions). Customers are encouraged to submit requests a minimum of three (3) business days prior to the required date of service.

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

Account Number: _____ [or Meter Number]: _____

Service Address: _____

Mailing Address [PO Box]: _____ KY1 - _____

Primary Email Address: _____ Primary Contact Number: _____

Account Changes & Requests

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

Terminate *security light* service from account and remove it from the pole at _____ on the effective date of: _____ (Please note that you will be contacted by email to confirm the scheduled date of removal).

Disconnect Service at _____ for repairs to the electrical service on _____ (Reconnection will be only occur upon approval from the government BCU).

(select where appropriate) a Third Party Billing Recipient (copies of bills will be provided by post in the recipient's name) please note that this individual will only receive copies of bills with their name as recipient but will not be considered a responsible party as it relates to balances nor will they receive account notifications:

Name: _____ Mailing Address [PO Box]: _____ KY1 - _____

Terminate my PrePay electricity service and convert the account to Post Paid (In choosing this option I understand that a security deposit equal to 45 days of electricity usage is required for all postpaid accounts and must be paid along with any outstanding balances, before my account is converted)

Other

Other Notes or Instructions: _____

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] _____

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.**