

# powerlines



*CUC's quarterly customer newsletter... keeping our customers informed*

Caribbean Utilities Company, Ltd. ▲ Third Quarter 2014 ▲ Issue No. 1

## Welcome...



As Vice President with responsibility for Customer Service, I am delighted to introduce our new customer newsletter.

This newsletter is aimed at keeping you informed of what we at CUC are doing to better meet your needs.

Power Lines will be produced on a quarterly basis. We hope you will find it useful and informative.

Reliability of the electricity service is critical to our island's continued growth and development. Therefore, our company continues to focus on maintaining and improving the level of service we offer to our customers.

Reliability of service as measured by the Average Service Availability Index was 99.96% at the end of the second quarter of 2014.

This level of reliability for a stand alone island system is on par with many of our North American counterparts.

Our main priority as CUC employees is to serve you the customer, and make it a pleasure for you to do business with us.

In this first edition we provide a breakdown of your electricity bill and what it all means, we will give an update on the AMI initiative, and we have also enclosed a few tips on energy conservation. We will also share some stories about our Company's commitment to the ongoing growth and development of our community.

Again, we hope that you will enjoy reading this newsletter and we look forward to receiving your feedback. Please drop us a line at [powerlines@cuc.ky](mailto:powerlines@cuc.ky).

A handwritten signature in blue ink that reads "David".

**David Watler**  
*Vice President Transmission & Distribution*

# In the News

## New location of Customer Service Centre



As of Monday, August 11, the Company’s Customer Service Centre relocated from West Shore Centre to the Caribbean Plaza on West Bay Road across from the Caribbean Club.

The Customer Service Centre at Caribbean Plaza will follow similar operational hours to the West Shore Centre. The hours are Monday to Friday from 8:30 a.m. until 4:00 p.m. and on Saturdays from 8:30 a.m. until 12 noon.

With additional office space and ample parking, the new Customer Service Centre at Caribbean Plaza offers customers a more comfortable environment when paying bills or handling other important customer service matters.

We look forward to welcoming you to our new Centre.

## Contractors’ Workshop

Over 100 contractors from around Grand Cayman were reminded recently that “doing any job safely is an integral component of doing it well.”

The group attended the first annual CUC Contractor/ Subcontractor Health, Safety and Environment Workshop, which was held at the Grand Cayman Marriott Beach Resort.

The goal of the workshop was for CUC to share important information regarding safety standards and safe work methods around its electrical equipment and to hear the views and concerns of contractors in an effort to ensure that all persons who work on or near CUC’s equipment do so safely.

The attendees were also reminded of recent updates which have been made to the Company’s Work Method Standards and they were encouraged to adhere to the safe work methods.

This workshop is just one of the many items within CUC’s health and safety management programme which seeks continuous improvement in health and safety performance and to promote health and safety as the top priority at CUC.

## Summer Students



In July and August, the Company hosted 16 students as part of its Annual Vocational and Summer Student Programme.

Throughout the six-week duration of the programme, students experienced technical training in their indicated field of interest, attended presentations on topics ranging from résumé writing to personal budgeting, and even had the chance to participate in one of the Company’s annual Community Involvement events.

This successful Programme is now in its 14th year.

# Bill paying made easier



In our ongoing efforts to enhance customer service, CUC offers the following seven easy payment methods for paying your bill:

► **Brown's Esso, Industrial Park:**

Our newest addition... customers can now pay their bills at Brown's Esso in Industrial Park between the hours of 6:00 a.m. and 12:00 midnight. Customers must present a copy of the bill or provide an account number to complete the transaction. Partial payments and bills indicating "Disconnection" will not be accepted. These transactions can only be completed at our Customer Service Centres at our Administration Building on North Sound Road or at our new location in the Caribbean Plaza on West Bay Road.

► **Pay by Phone (CUC Telelink):**

Another new addition where customers can pay their bill with their credit cards over the phone in a secure setting. CUC Telelink is a comprehensive, secure automated Customer Service system that uses Interactive Voice response (IVR) technology to give customers access to CUC's services 24-hours a day, seven days a week. Equipped with voice recognition, CUC Telelink provides customer friendly service comparable to a live operator service. With voice recognition, customers simply speak their responses rather than use a telephone keypad for data entry.

► **Direct Debit:**

Our Direct Debit facility is your guarantee that your electricity bill will be paid automatically each month from

your bank account. The debit occurs approximately three weeks from the date the bill is generated. Payments are automatically arranged between CUC and your bank. CUC pays all transaction charges, therefore this service is *FREE* to you. Participating banks include Butterfield Bank (Cayman) Ltd., Fidelity Bank (Cayman) Ltd., CIBC FirstCaribbean International Bank (Cayman) Ltd., Cayman National, Royal Bank of Canada, Scotiabank and HSBC.

► **Online Bank Payments:**

If you have online banking access with any of the local banks, you can pay your bills online.

► **Bank Payments:**

Pay your bills directly at the bank counter at all local banks. *To complete the transaction customers must present a current bill.*

► **Post Offices:**


Payments are accepted at all post offices across the Island. Partial payments and bills indicating "Disconnection" will only be accepted at our Customer Service Centres at our Administration Building on North Sound Road and at the new Caribbean Plaza location on West Bay Road.

► **Mail/Drop Box:**

Cheques and drafts can be mailed to P.O. Box 38, Grand Cayman KY1-1101 or customers can utilise our secure "Drop Box" at the Customer Service Centre in our Administration Building on North Sound Road. Remember, please ensure that you do not mail cash.

# Understanding your bill

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**CUC**  
You've got the power

Caribbean Utilities Company, Ltd.  
P.O. Box 38, Grand Cayman KY1-1101  
CAYMAN ISLANDS  
Tel: (345) 949-5200, Fax: (345) 945-1218  
E-mail: service@cuc.ky

**SERVICE ADDRESS**  
457 NORTH SOUND ROAD GT

ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
2195-281014	84-02	6/07/11	6/28/11

**Total Current Charges** 500.59

**Balance Forward** .00

**Total Amount Due** **CI\$** 500.59

TEL: (345) 949-5200  
New TEL: ( ) -

This bill may also be paid at participating banks on or before the due date .

**SPARKY D. MASCOT**  
PO BOX 38  
GRAND CAYMAN KY1-1101  
CAYMAN ISLANDS CI -

Please return this portion with your payment .

If payment is not received in full within 30 days of the bill date, your service will be subject to disconnection without notice.

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**SERVICE ADDRESS** 457 NORTH SOUND ROAD GT

ACCOUNT NUMBER	CYCLE	BILL DATE	DUE DATE
2195-281014	84-02	6/07/11	6/28/11

**Last Bill Amount** 355.00-  
**Payments** 355.00-  
**Adjustments** .00-

Service Period	Days Billed	Meter Number	Current Reading	Previous Reading	Billing Multiplier	KWH Consumed
5/06/11 6/06/11	31	IR013664	67437	68812	1.000	1375

Total Energy Cost	Units	Charge	Total
<b>A</b> Facilities Charge		55.12	
<b>B</b> Energy Charge	1,375.00	142.86	
<b>C</b> Lic. & Reg. Fees	375.00	1.88	
<b>D</b> Fuel Cost	1,375.00	274.54	
<b>E</b> Govt. Fuel Duty	1,375.00	61.91	
<b>TOTAL ELECTRIC</b>			486.31
<b>F</b> Other Services/Misc Charges			
100W HPS	5/06/11 6/06/11		14.28
<b>Total Current Charges</b>			500.59
<b>Balance Forward</b>			.00
<b>Total Amount Due</b>		<b>CI\$</b>	500.59
<b>Average cost per day</b>			16.15

Remember to be "Energy Smart" and do your part to conserve energy

**STATEMENT**

Caribbean Utilities Company, Ltd.  
P.O. Box 38, Grand Cayman KY1-1101, Cayman Islands • Tel: (345) 949-5200 • Fax: (345) 945-1218 • E-mail: service@cuc.ky • Visit our Website: www.cuc-cayman.com

Please contact our Customer Service Department if you have any queries regarding your bill.

- A** "Facilities Charge" includes customer specific equipment (meter rental) and service costs.
- B** "Energy Charge" is the basic cost of electricity per kilowatt-hour (kWh).
- C** "Licence & Regulatory Fees" are a combination of the Licence Fee, which is 1% of revenues, and the Regulatory Fee, which is 1/2 of 1% of revenues. Each applies to consumption exceeding 1,000 kWh.
- D** "Fuel Cost" is the actual cost of fuel paid by CUC per kWh consumed to the fuel suppliers. This amount will vary monthly as fuel prices fluctuate.
- E** "Government Fuel Duty" is the total fuel duties paid directly to the Government by the fuel suppliers based on the current duty rate per gallon of fuel.
- F** "Other Services/ Misc. Charges" includes costs for security lights, interest on deposits, etc.

# Your electricity bill

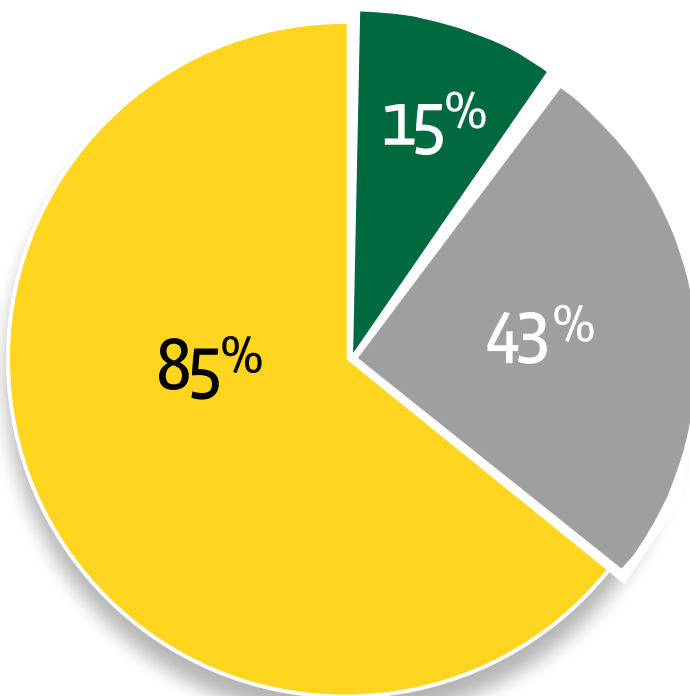
## Breaking-down an average bill

In May 2014, 43% of residential customers had bills of under \$200.00 per month (589 kilowatt-hours or kWh) and 85% had bills of less than \$500.00 (1,487 kWh). Overall, the top 15% had bills of \$500.00 or more.

For comparison purposes CUC estimates that a single family home, properly air conditioned, insulated with efficient lighting with cooled square footage of 2,200 to 3,000 square-feet should be in the \$500.00 to \$699.99 range.

Customers with bills \$700.00 and over are in the top 6.4% of consumers. If they are living in a home that is less than 3,000 square-feet they are most likely missing opportunities to significantly reduce their electricity consumption.

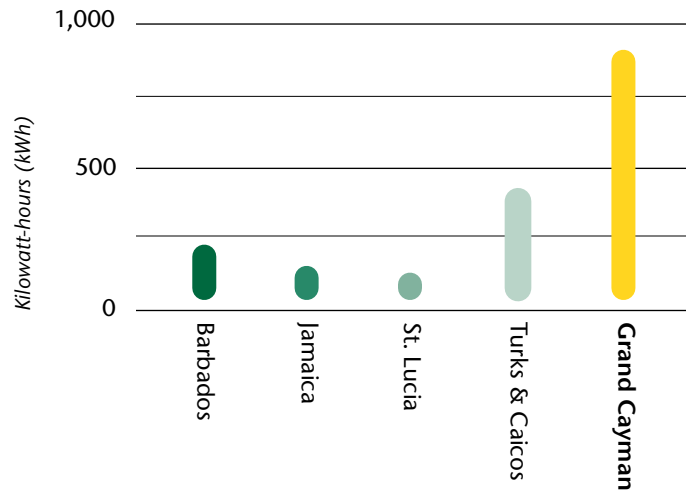
## Comparing user consumption



- Bills under \$200.00
- Bills less than \$500.00
- Bills \$500.00 or more

## Comparing with other islands

The graph below compares the monthly consumption of electricity in other Caribbean islands to that in Grand Cayman:



Of the islands compared, Grand Cayman leads the average monthly consumption with a rate of 938 kilowatt-hours (kWh). The island with the lowest average was St. Lucia, using just 160 kWh. That's a difference of 778 kWh per month!

Our neighbouring island, Jamaica, consumes an average of 165 kWh, while Barbados uses roughly 230 kWh and Turks and Caicos 463 kWh.

The reality is that we in Grand Cayman are high consumers of energy when compared to our Caribbean neighbours.

## Sign-up for e-Billing

e-Billing or electronic billing is the electronic delivery of invoices (bills) and related information by a company to its customers. This system enables billers to create and distribute digital bills to customers. The obvious advantage of an e-Bill from a customer's perspective relates to timing. The customer no longer needs to wait for a bill to arrive in the mail.

Protect the environment... once you sign-up for e-Billing, paper bills will eventually be phased out.

Contact our Customer Service Department via e-mail at [service@cuc.ky](mailto:service@cuc.ky) to find out how you can begin receiving your bills electronically.

# What affects your bill?

## Billing Periods

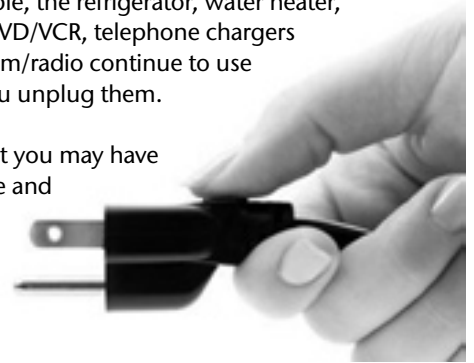
Electric bills vary due to the length of the billing period, which can range from 28 to 31 days (refer to “Service Period” and “Days Billed” sections on your bill). Be sure to look at these figures and not just the total dollar amount of the bill when comparing your monthly bills.



## Vacations

Your bill may be lower when you are away on vacation, but if it is not, check the dates of the billing period. Make sure they coincide with the days you were on vacation. Remember, many electrical appliances continue to work even when you are on vacation. For example, the refrigerator, water heater, clocks, television, DVD/VCR, telephone chargers and the stereo system/radio continue to use electricity unless you unplug them.

Also, remember that you may have extra laundry before and after your vacation, which will increase your bill as you use your washer/dryer and water heater.



## Monthly Fluctuations



*Simple opening and closing of refrigerators and freezers can affect your bill.*

Your use of electricity may be different each month and will cause your bills to vary. Weather conditions, a new appliance, a vacation, a change in lifestyle, an additional family member or guest, can all affect your monthly bill.

With longer, warmer summer days comes longer use of air conditioners and fans. Extra trips to the refrigerator or freezer during summer months for cool drinks and ice will also use more electricity.

## Generation Costs



*CUC's onsite fuel storage tanks at the North Sound Road Power Plant.*

The price of fuel used to produce electricity fluctuates. Any increase or decrease in this cost will be reflected in your bill.

Over the last three years, the price of fuel has fluctuated between 17.3 cents in March 2012 to 22.9 cents in May 2011. In 2014, the price has fluctuated between 17 cents and 20 cents. Refer to the “Fuel Cost” table in the lower right hand corner of the Company’s website ([www.cuc-cayman.com](http://www.cuc-cayman.com)) to review fuel costs since February 2011.

CUC passes through 100% of fuel costs to consumers on a two-month lag basis, so fuel paid for by CUC in July 2014 will be reflected two months later on your September bill.

# Tips to reduce your energy consumption

## Air Conditioning and Cooling



CUC's rates are competitive in the region, however the average residential customer in Grand Cayman consumes over twice the regional average due mainly to the prevalence of air-conditioned homes.

Air conditioning equipment is the largest consumer of electricity in homes and can contribute as much as 50% to 70% of your total electricity bill depending on hours of usage, maintenance and operating efficiency. Therefore, it is important for customers to pay close attention to the type of air conditioning equipment installed in their homes.

The following are some simple tips to help you get started.

### **Q** *Does my home have adequate insulation?*

A typical six inch block has an R-value of only R-6. R-value is a measure of how well a material resists the passage of heat. The higher the R-value, the more effective insulation is in keeping the home cool in summer. In the southeastern United States, the U.S. Department of Energy recommends homes and commercial buildings have a minimum roof insulation level of R-38 and a minimum exterior wall insulation level of R-19.

### **Q** *When I replace or install a new central air conditioner, what should I look for?*

There are a number of criteria to consider. A very important one is the efficiency of the unit. Look for one with a Seasonal Energy Efficiency Ratio (SEER) rating of 14 or higher. The higher the number, the more efficient the unit. Since January 2006, companies in the U.S. ceased manufacturing or selling units with a SEER rating of 10, and by the end of 2006, units with a SEER rating of 12 were no longer produced because of their higher energy consumption.

### **Q** *What are the advantages of installing a programmable thermostat?*

You can save as much as 10% a year on your cooling bills by simply turning your thermostat back 10% to 15% for eight hours. Using a programmable thermostat, you can adjust the times you turn on the air conditioning according to a pre-set schedule. As a result, the equipment doesn't operate as much when you are asleep or when the house or part of the house is not occupied. Programmable thermostats can store and repeat multiple daily settings that you can manually override without affecting the rest of the daily or weekly programmes.

### **Q** *What is the most efficient thermostat setting for your air conditioning?*

The best setting is the highest temperature at which you feel comfortable. The cost of operating your air conditioner increases significantly with each degree the thermostat is lowered. Normally, comfortable settings may be achieved between 78°F and 80°F.

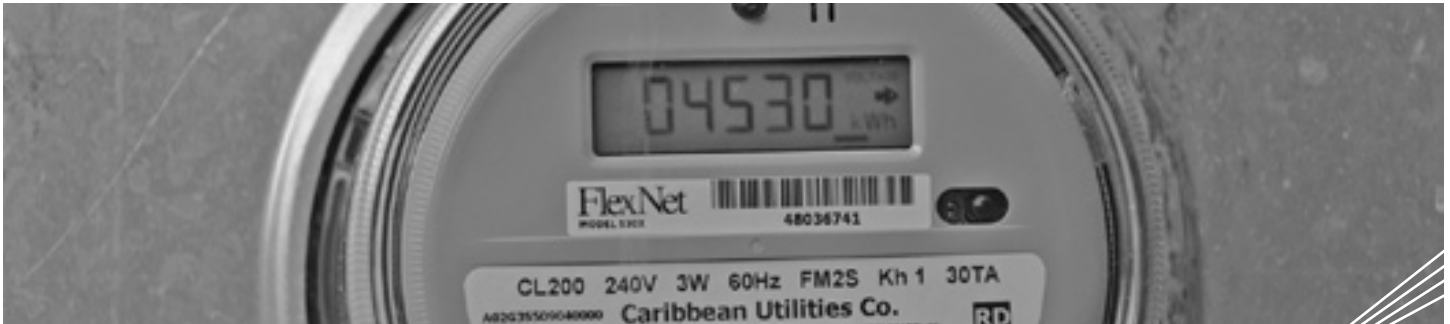
### **Q** *How many times a year should I have my units serviced?*

It is recommended that units should be checked and serviced every quarter by a qualified technician. During this service, the filters should be replaced or properly washed (if washable filters are used), the vents cleaned, refrigerant levels checked and the condensate drains cleaned and confirmed working. If need be, you can also vacuum or wash the filters and vents yourself once every month to ensure they are clean. Replace the filters if necessary.

For more energy saving tips on Lighting, Insulation, Water Heating and Major Appliances, visit the Company's website at [www.cuc-cayman.com](http://www.cuc-cayman.com) and click on "Energy Smart" under the "Customer Service" tab on the homepage.

# New Smart Grid Technology

## Advanced Metering Infrastructure (AMI) system



CUC is in the process of replacing all meters on Grand Cayman with new AMI meters. These new meters are easily identifiable as they have a digital display.

If you currently have a new meter, then you have important information about the energy you use at the tip of your fingers. And if you do not yet have a new meter you soon will.

CUC is currently rolling out its new Advanced Metering Infrastructure (AMI) system. AMI is a “smart” metering system that provides two-way communication between a customer and the utility, in this case, CUC.

The AMI system that CUC is installing together with Sensus, uses radio frequency (RF) communication to transmit data over the air waves and transmit this information to CUC’s corporate systems. There are currently two antennas installed on Grand Cayman that receive the RF signals and transfer the data to a Regional Network Interface (RNI) at CUC. The RNI is a data hub that CUC accesses to manage the data outputs and integrate them into its computer systems.

This new system allows CUC to measure, collect and analyze energy usage and communicate with metering devices such as electricity meters either on request or on a schedule.

The new technology provides significant benefits to you the customer. The AMI system will provide greater transparency of your usage at any given time. With this information, you will now be able to monitor, in 15 minute intervals, the usage in your home or at your business.

The AMI system enables CUC to gather “real time” information from the meters, allowing the Company to better respond to service outages or quality issues.

The existing meters are not faulty. CUC is choosing to change the meters now to pursue the benefits of AMI. The AMI Smart Meters are designed specifically to communicate with the network remotely and the existing meters do not offer this capability.

### **PrePay:**

As an additional feature, PrePay or the “pay-as-you-go” plan will become available in the near future. This will allow you to manage your payments more closely. It will also provide an alternative to traditional monthly billing by allowing participants to customize a plan that best suits their individual needs.

Your prepaid balance is adjusted based on your daily energy use. When your balance gets low, you will be notified via telephone, e-mail or text messaging and you would then “top up” your balance as it fits your budget. Participants may pay as much or as often as they wish, as long as the account retains a positive balance. At a negative balance, the meter stops, and the power will automatically turn off. When a payment is made, power will be reconnected automatically.

## Your feedback matters...

Customers are encouraged to share their thoughts and provide feedback on ways we can improve our service. The Customer Service Team strives to maintain a high level of customer service and wants every one of our customers when walking through our doors to feel valued and to know that their business is appreciated. Please e-mail your comments to [powerlines@cuc.ky](mailto:powerlines@cuc.ky).