

# PowerPay : Online Bill Payments



Follow the 8 easy steps below and begin using PowerPay, the most convenient bill payment option to pay your electricity bill. Once you sign-up, you will be sent e-mail reminders and receipts of bill payments for your account(s). *Payments done through PowerPay are reflected on your CUC account immediately.* There are many other advantages when using the PowerPay system.

- Step 1:**

Visit [www.cuc-cayman.com](http://www.cuc-cayman.com) and click on “Click Here >” at the bottom right hand corner of the green PowerPay graphic or scroll down to “Payment Methods” and click on the green rectangle “Online Payments (PowerPay)”.
- Step 2:**

On the “My CUC” screen, if you are signing up for the first time, click on “Register Today” (if you have signed up before, complete the “Sign In” section and click “Login”). Remember, the “Customer ID” is the first five (5) digits of your “Account Number” on your printed bill. The “Location ID” is the last six (6) digits of your “Account Number” on your printed bill.
- Step 3:**

After clicking “Register Today”, complete the required fields, personal details and security questions (ensure you select questions and answers that are easy to remember as you will be required to answer one of the questions each time you log in). Once complete, click on the box “I agree to the Terms and Conditions and Refund Policy” and then click on “Register”.
- Step 4:**

A temporary password will be sent via e-mail to your e-mail address within 15 minutes. Once received, follow Step 1 and complete the “Sign In” fields using the temporary password. You will only be able to sign in with this temporary password **ONCE** so please ensure that you change your password immediately. To change your temporary password, once you complete the “Sign In” fields and click “Login”, scroll to the “My CUC Profile” tab at the top, select “Update Password” and follow the instructions.
- Step 5:**

Bill payments can be made by clicking on the “Payment” tab and selecting “Make a Payment”. You can either pay the full amount or make a partial payment by selecting “Fully” or “Partially” under “Payment Type”. If you select “Partially”, please note the “Due Date” and ensure that you pay the balance before the date indicated. E-mails will be sent automatically reminding you to pay the balance by the due date.
- Step 6:**

Once you click on “Make a Payment”, complete the fields associated with your credit/debit card information, mailing address, etc., click the box “Save this card for future payments” and then click “Submit”.
- Step 7:**

PowerPay gives you the ability to pay multiple accounts with one credit/debit card. Once you have created your initial account, select the tab “My CUC Profile” followed by “Add/Manage Accounts” and then complete the required fields. You can switch between accounts by clicking the “Change Account” button on the left hand side of the screen. If you have more than one account and you wish to pay with a different credit/debit card, you need to set-up a new account for each.
- Step 8:**

You can schedule automatic payments once you have clicked “Submit”. The credit/debit card number you input on the previous screen will appear under the box “Your Credit & Debit Card”. Click on the button next to the listed credit/debit card to confirm. Scroll down to “Auto Pay Setup” and ensure the yellow rectangular button displays “On”. If it displays “Off”, click on it once to change it to “On” and select. Scroll to “Auto Pay Date” and select a date of your choice for the monthly payment deductions (preferably after the 15th).



If you have any queries, please contact our Customer Service Department at 949-5200 via e-mail at [service@cuc.ky](mailto:service@cuc.ky) or visit [www.cuc-cayman.com](http://www.cuc-cayman.com).