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Utility Regulation and Competition Office

Summary of 2021 complaints to OfReg.  
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**Case # C 1 – 2021**

**Entity involved:** FLOW

**Date of Complaint:** 4 January 2021

**Summary**

An individual requested details of their personal phone records from their service provider. The service provider did not have records over 6 months old. This matter was closed.

**Case # C 2 - 2021**

**Entity involved:** Two separate gas stations and a local bank

**Date of Complaint:** 8 January 2021

**Summary**

An individual stated that they purchased gas at two different gas stations and were charged more on their credit card than the amount of gas they got. A query with the bank and gas stations revealed that the prices were in Cayman Islands dollars and the individual was paying with a US dollar credit card hence the difference in prices. This matter was closed.

**Case # 3 – 2021**

**Entity involved:** C3

**Date of Complaint:** 18 January 2021

**Summary**

An individual stated that they are having intermittent internet issues and would like to cease service with the provider. The individual was advised that in compliance with OfReg's complaints policy they should first report the matter to the service provider. The individual later reported to OfReg that the issue was resolved and the matter was closed.

**Case # 4 – 2021**

**Entity involved:** CUC

**Date of Complaint:** 11 February 2022

**Summary**

An individual reported that weeks after closing an account with the utility provider, they were unable to get a refund of their deposit. The deposit was returned on 23 February 2021.

**Case # 5 – 2021**

**Entity involved:**

**Date of Complaint:** 22 January 2021

**Summary**

Two persons in a criminal matter contacted OfReg to report misuse of ICT against each other. They were advised that the RCIPS was the correct entity to investigate this matter.



**Case # 6 – 2021**

**Entity involved:**

**Date of Complaint:** 6 March 2021

**Summary**

An individual stated they have been receiving threatening phone calls from another person. The individual was advised to report the matter to the RCIPS.

**Case # 7 – 2021**

**Entity involved:** CUC

**Date of Complaint:** 15 March 2021

**Summary**

An individual stated their utility bill was too high and they were unable to keep up with it. The utility provider stated they have entered into a payment plan with the individual. This matter was closed.

**Case # 8 – 2021**

**Entity involved:** FLOW

**Date of Complaint:** 16 March 2021

**Summary**

An individual stated they were having Wi-Fi problems due to pole attachment issues. The utility provider provided the complainant with a Wi-Fi box. The individual later stated that the matter was resolved.

**Case # 9 – 2021**

**Entity involved:** FLOW

**Date of Complaint:** 17 March 2021

**Summary**

An individual stated they were having landline, TV and internet disruption due to pole attachment issues. The Office tried to contact the individual but was unsuccessful. This matter was closed out.

**Case # 10 – 2021**

**Entity involved:** Digicel

**Date of Complaint:** 22 March 2021

**Summary**

An individual stated that they received a bill and did not receive their deposit despite closing out their account. On 6 April 2022, the individual confirmed they received the deposit, and this matter was closed out.