



Monday, 30 January 2023

### **OfReg appoints Cayman's first Consumer Council**

OfReg has appointed seven members of the public to the Cayman Islands first Consumer Council. The new Council's primary purpose is to represent consumers and protect their rights by identifying and advising the regulator on issues affecting them across the utilities sector. The Council's role includes gathering statistical information and providing reports and proposals to OfReg on consumer issues.

The new Council Members are:

Mr. George R. Ebanks, Council Chair  
Mr. Tony Catalanotto, Council Member  
Ms. Judy Dilbert, Council Member  
Mr. J. Paul Meyer, Council Member  
Ms. Megan Ritch, Council Member  
Ms. Alanna Warwick-Smith, Council Member  
Ms. Natalie Holder-Wellington, Council member

In a statement on behalf of the new Council, the Chair, Mr. Ebanks said, "I wish to commend OfReg for having the foresight and wisdom in establishing the Consumer Council. The Council is not a formal committee of OfReg and will be operating autonomously but will be active on behalf of consumers in making proposals and providing advice to OfReg for further action.

"Under my Chairmanship the Council will aim to discharge its duties by seeking out the views of each and every consumer of these Islands. To be successful, we must be an active conduit through which the average "man on the street" consumer can, and must, have a seat at the table of regulatory compliance and transparency."

Mr. Ebanks' statement declared the Council's commitment to become the voice of consumer complaints in the utilities sector, by ensuring the progress of complaints to the management level of OfReg for formal processing.

He also promised the Council would represent consumers across the Cayman Islands by seeking out information about consumer matters and the views of consumers by holding public Consumer Council meetings in each district, including Cayman Brac and Little Cayman. OfReg is currently looking for a local representative for the Sister Islands and interested persons are asked to email [Daniel.lee@ofreg.ky](mailto:Daniel.lee@ofreg.ky).

"The Council will be a strong advocate and demonstrate to the average consumer that the Council is on their side as we develop a partnership with them that reflects their views and ensures that OfReg will be confident in our reports to them."



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**UTILITY REGULATION AND COMPETITION OFFICE**

The new Consumer Council will report directly to OfReg CEO, Mr. Peter Gough who said, “OfReg has a statutory obligation to represent and protect the rights of the consumer in the utility sectors. The new Consumer Council is a crucial element of ensuring we do so effectively, and we look forward to working with the Chair and the rest of the Council Members in fulfilling our responsibilities to consumers in the Cayman Islands.”

Persons wishing to contact the Council may email [ofregconsumercouncil@gmail.com](mailto:ofregconsumercouncil@gmail.com) or call 949-9307, or 516-9886.

**- ENDS -**

**ATTACHED IMAGE: OFREG NEW CONSUMER COUNCIL**



Back row (L-R): J. Paul Meyer, Alanna Warwick-Smith, Tony Catalanotto, Natalie Holder-Wellington  
Front row (L-R): Peter Gough, CEO, OfReg, George R. Ebanks, Council Chair, Megan Ritch.  
Missing from the photograph is Judy Dilbert.



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**UTILITY REGULATION AND COMPETITION OFFICE**

**ABOUT OFREG**

The Utility Regulation and Competition Office ('OfReg' or the 'Office') is the independent regulator established by section 4 of the Utility Regulation and Competition Act (as revised) (the 'URC Act') for the electricity, information, and communications technology, water, wastewater, and fuel sectors in the Cayman Islands.

OfReg provides the opportunity for consistency and collaboration in regulation across the energy, fuel, ICT, and water sectors; better utilisation of skills and resources resulting in more efficient and effective regulatory processes; encouraging competition where appropriate and feasible; championing sustainability and innovation across markets, contributing to the economic and social goals of the Cayman Islands.

**For more information please contact OfReg's Media Contact:**

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