



Notice of Submission

FS 2021 – 3 – Draft Final Consumer Protection Regulations

(Fuel Sector)

20 July 2021

The Utility Regulation and Competition Office ('OfReg') has received one submission on FS 2021 – 3 – Draft Final Consumer Protection Regulations.

The submission documents can be downloaded at www.ofreg.ky under the consultation tab. The final determination document will be published on OfReg's website on completion.

Should you have any questions, please feel free to contact us at:

consultations@ofreg.ky

Utility Regulation and Competition Office
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Grand Cayman KY1- 1102
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(BY EMAIL)

June 22, 2021

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Cayman Islands

Attention: Chief Fuels Inspector & Director, Fuel Market, Mr. Duke Munroe

RE - Notice of Consultation FS 2021 – 3 – Draft Final Determination on proposed Consumer Protection Regulations (Fuel Sector)

Dear Mr. Munroe

We write in response to your letter dated May 25, 2021 requesting our input and answer to the 2 documents coming out of the Consultation of the Draft Final Determination on proposed Consumer Protection Regulations (Fuel Sector).

Rubis Cayman Islands Limited is hereby providing the following comments specifically related to the Draft of the Fuel Sector (Consumer Protection) Regulations 20XX document that OfReg has provided.

Page 9 Part2, Section 6 (2):

Rubis still is of the view that only having one single color (blue) for the various types of gasoline may be confusing to the end consumers. Consumers will have to make sure they choose on the right fuel based on the octane number labeled on the dispensers. This single color labelling is also likely to generate unnecessary complaints that can be avoided by looking into other color labeling before this regulation is put in place.

Page 9, Part 2, Section 10 (1) a.:

For clarification purposes, the context of addressing Spoken Communications needs to be further clarified. Would as an example a retailer expected to have a recording system in their phone system that can support any communication that was verbally given to a consumer in case a complaint arises from such Spoken Communication?

RUBIS CAYMAN ISLANDS LIMITED

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Page 10, Part 3, Section (3) (b):

Rubis still questions the practicality of putting an audio message in place for persons with disabilities. It is not clear what the benefits would be while considering how relevant this will be in terms of protecting the consumer.

Page 27, Part 7, Section 43 (a) and (b):

Establishing contractual or non-contractual remedies seems to broad. We suggest to OfReg to establish a clear definition of what these 2 types of remedies should be and provide consumers more clarity around it.

Page 35, Part 7, Section 50 (d):

Establishing "any compensation or other remedy" is too broad and consumer may want to try advantage of it for the wrong reasons. Planned or unplanned disruptions may happen in this business from time to time and consumers have always options on island to get served in alternate locations for their fuel needs. We disagree with this concept.

Sincerely,



Andres Barthel
RUBiS Cayman Islands Limited
Managing Director