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Utility Regulation and Competition Office

PRESS RELEASE

OfReg Ensures Continuity of Essential Services During COVID-19 Pandemic

GRAND CAYMAN, CAYMAN ISLANDS; 17 MARCH 2020

The Utility Regulation and Competition Office (OfReg) plays a vital role in communicating and coordinating Government's policy to essential utility providers during national emergencies.

In working to mitigate the threats posed by COVID-19, OfReg has engaged and continues to engage with local utility service providers to agree and implement measures that will assist consumers and the local economy during these unprecedented times. The following actions were agreed following consultation with sector providers:

- Both water utilities will suspend customer disconnection for nonpayment to ensure water availability for cleanliness and proper hygiene, and to minimise the hardships imposed by this crisis. Customers experiencing financial difficulty may also receive extra time to make payments.
- The electricity service providers have also agreed to suspend disconnection processes for March and April (CBPL) and to make provisions for customer reconnections following appropriate payment arrangements. Customers should contact CUC's customer service and Cayman Brac Power and Light Co. Ltd. to discuss their specific circumstances and make financial arrangements.
- Fuel suppliers have also been engaged to ensure the continuation of safe and adequate local fuel supplies. OfReg will be updated on potential adverse implications resulting from either domestic or international actions and will inform the public in the event of any negative impacts to the fuel supply.

The OfReg team has remained in contact with the major Information and Communications Technology (ICT) providers since the National Emergency Operations Centre (NEOC) was activated in response to COVID-19. OfReg plays a crucial role in identifying ICT issues and meaningfully engaging with service providers to address them quickly.

Specific ICT sector actions are being discussed and developed to facilitate the continuation of remote working and schooling. OfReg is working with the industry to promote and ensure continuity of essential services to residents and businesses.

"The Cayman Islands has a robust utility infrastructure that is agile and dependable," said Malike Cummings, CEO of OfReg. "Utility service providers have also provided business continuity and pandemic response plans to OfReg along with other documented assurances. All



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sectors will remain vigilant in a heightened state of readiness to ensure the continuity of essential services during this unprecedented threat.”

A primary mandate of OfReg, as the regulatory authority for water, electricity, fuels and ICT, is to ensure that the Cayman Islands’ critical national infrastructure relating to these utilities is protected as well as the continuation of safe and reliable access for consumers.

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