

ELECTRICITY REGULATORY AUTHORITY

PUBLICATION SCHEME 2012

**Produced in accordance with the Deputy Governor's Code of Practice
dated 11th November 2009**

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1. ABOUT THE PUBLICATION SCHEME

Every public authority covered by the Freedom of Information Law 2007 has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information and to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This publication scheme commits the Electricity Regulatory Authority to making information available to the public as part of its normal business activities.

The Electricity Regulatory Authority (hereafter referred to as "the ERA") will:

- specify the information held by the Authority which falls within the seven (7) categories below;
- proactively publish - or otherwise make routinely available - information which is held by the Authority and falls within the categories below;
- describe the methods by which specific information is made available so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;
- publish - or otherwise make information available - in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. INFORMATION THAT MAY BE WITHHELD

The ERA will generally not publish:

- information in draft form;
- information that is not held by the ERA or information which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily-available – for example: information that is contained in files that have been placed in archive storage or is otherwise difficult to access;
- information which is exempt under the FOI Law or otherwise protected from disclosure – for example: personal information or commercially sensitive information as defined under the Freedom of Information Law, 2007, in Part 111, Exempt Records, Section 21. Records containing exempt matter will be published in a redacted¹ form whenever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of information*.

Information will only be withheld where the FOI Law expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm the ERA's (or another organization's) commercial interests, or endanger the protection of the environment.

Whenever information is withheld we will inform you of this and explain why that information cannot be released. Even where information is withheld it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *section 6: Complaints*.

3. METHODS OF ACCESS

Information available under the ERA's publication scheme will usually be accessible through the methods described below and *Section 7: Categories of information* provides more details on the information available under the scheme along with additional guidance on how the information within each category may be accessed.

On-line

Some of our documents are published electronically on the ERA website www.caymanera.ky and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of information* will direct you to the relevant page or document.

If you experience problems locating information listed in this publication scheme as being available on the ERA website www.caymanera.ky, please contact general@caymanera.ky or telephone the ERA Information Manager on (+1) 345 949 8372 (n.b. +1 345 949 8372 if you are telephoning from outside of the Cayman Islands).

¹ A copy of the record with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*.

E-mail

If information is listed in the ERA's publication scheme but is not published on the website, we may be able to send it to you by e-mail. You can e-mail us in English at general@caymanera.ky or foi.era@gov.ky to request information. Please provide a telephone number so that we can telephone you to clarify details if necessary.

Telephone

Documents listed in the ERA's publication scheme can also be requested by telephone. Please telephone the ERA Information Manager on (+1) 345 949 8372 re obtaining copies of a document or documents.

Post

Information listed in the ERA's publication scheme will usually be available in hard copy. Requests for copies of such information in English may be addressed to:

The Information Manager, Electricity Regulatory Authority,

P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS

In your request, please provide your name and address and full details of the information or documents you would like to receive. You may also wish to provide a telephone number or e-mail address so that we can contact you quickly to clarify details if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and charges* for further details.) Any fee submitted via mail should be in the form of a Banker's Draft in Cayman Islands Dollars and not cash or personal cheques.

Personal visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme during normal business hours - which are 8:30 a.m. to 5:00 p.m. Monday through Friday (Bank Holidays excepted). If this is a requirement it will be clearly stated in *Section 7: Categories of information*. Appointments to view information may be made by contacting the ERA Information Manager by e-mail at general@caymanera.ky or by telephone (+1) 345 949 8372

Advice and assistance

If you experience any difficulty identifying the information / records you want to access, please contact the ERA Information Manager by e-mail at general@caymanera.ky or by telephone (+1) 345 949 8372

The ERA will adhere to its obligations under Section 10 of the FOI Law and any requirements relating to disability or discrimination when providing information in accordance with this publication scheme. Please note that comprehensive access to guidance on the implementation of the Freedom of Information Law, 2007, can be obtained by visiting the website of the Freedom of Information Unit at www.foi.gov.ky

The ERA will provide information in the language in which it is held or in such other language that is legally required. Where the ERA is legally required to translate any information, it will do so.

4. FEES AND CHARGES

The purpose of this publication scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. The ERA strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published on-line, downloaded through a website, or sent to you by e-mail will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc or for translation into a language other than English. Charges will reflect the actual costs of reproduction, postage and translation as described below.

There are no publications that the ERA offers for sale. Copies of relevant laws are available for purchase from the Laws Section, Legislative Assembly Building in George Town, Grand Cayman, Cayman Islands. (Please also see further details on access to copies of the relevant laws in *section 7: Categories of information* of this publication scheme under the title “Governance of the ERA”).

Contact details - **Laws Section**, Legislative Assembly Building, 33 Fort Street, Grand Cayman

P.O. Box 890, Grand Cayman KY1-1103, CAYMAN ISLANDS

Telephone number (+1) 345 949 4236

E-mail contact indianna.watson@gov.ky

Reproduction costs

Where fees apply, photocopied information will be charged at a standard rate of Cayman Islands’ Dollars 1.00 per page (black and white; any size) and Cayman Islands’ Dollars 1.50 per page (colour; any size).

Computer discs will be charged at a rate of Cayman Islands’ Dollars 2.00 per disc.

Postage costs

The ERA will pass on to the person requesting the information the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of information*.

If a fee applies, you will be advised in writing of the amount and how it has been calculated. Information will be provided when the ERA has received your payment.

5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

Information held by the ERA that is not published under this scheme can be requested in writing. Requests will be considered and handled in accordance with the provisions of the Cayman Islands’ Freedom of Information Law, 2007, and accompanying Regulations.

Requests must be submitted in writing – this can be by letter, e-mail or facsimile or on the Freedom of Information Law 2007 Application Form. This form can be down-loaded from the Freedom of Information Unit’s website www.foi.gov.ky or a printed copy of this form can be collected from the ERA’s offices between 8:30 a.m. and 5:00 p.m. Monday to Friday (Bank Holidays excepted).

Requests for records from the ERA made under the provisions of the Cayman Islands' Freedom of Information Law, 2007, should be addressed in writing to the ERA Information Manager and can be submitted in any of the following ways:

by mail to P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS

or e-mailed to general@caymanera.ky

or delivered to Suite 14, Grand Pavilion Commercial Centre, West Bay Road, Grand Cayman.

When making a request under the provisions of the Cayman Islands' Freedom of Information Law, 2007, please be as specific as possible about exactly which record or records you are requesting as this will help in getting you a prompt response to your request. A daytime contact telephone number for you should be included in your request so that you can be contacted as soon as possible if it is necessary to clarify your request.

In your written request you need to state the following:

- Whether you wish to inspect or view the record or records **or**
- In which format you wish to receive a copy or copies of the record or records you ask for if you require a copy or copies - e.g. photocopy, compact disc, diskette, transcript - **and**
- The number of copies required for each record

More information detailing how to request information under the terms of the Cayman Islands' Freedom of Information Law, 2007, can be found in the booklet "Your guide to THE FREEDOM OF INFORMATION LAW 2007 CAYMAN ISLANDS" published by the Cayman Islands' Freedom of Information Unit in 2008 which is available from Government agencies in the Cayman Islands. This information is also available on the "Freedom of Information" page of the ERA website www.caymanera.ky

6. COMPLAINTS

The ERA aims to make our publication scheme easy to use and to ensure our information is accessible to the public.

If you wish to make a complaint about any aspect of this publication scheme, please contact the ERA Information Manager in writing by e-mail to general@caymanera.ky or by post to the Information Manager, Electricity Regulatory Authority, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS and we will deal with your complaint as quickly as possible.

Further information about our complaints procedures and access to the ERA Complaint Form can be obtained via the "Complaints" page on the ERA website www.caymanera.ky

Printed copies of the document outlining the Complaints Procedure of the ERA and of the ERA Complaint Form are available for collection from the ERA offices during normal business hours or may be requested by e-mail to general@caymanera.ky or by post from the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS

The ERA does not pursue anonymous complaints or complaints made by telephone.

You have legal rights to access information under this publication scheme, and a right to complain to the Information Commissioner if you are dissatisfied with the response you receive from the ERA Information Manager or the outcome of an internal review of that response carried out by the ERA.

If you are dissatisfied with the internal review of our decision, or an internal review was not available, you can seek an appeal from the Information Commissioner. The contact details for the Information Commissioner's Office are as follows:

Information Commissioner's Office,

2nd Floor, Elizabethan Square, Building 1, George Town, Grand Cayman
PO Box 1375, Grand Cayman KY1-1108, CAYMAN ISLANDS

Telephone: (+1) 345 747 5402

E-mail: appeals@ico.gov.ky

More information on your Right of Appeal can be found on the "Freedom of Information" page on the ERA website at www.caymanera.ky.

7. CATEGORIES OF INFORMATION

- About Us
 - Establishment of the ERA
 - Mission Statement of the ERA
 - Functions of the ERA
 - Organization of the ERA
 - Board and Committees of the ERA
 - Governance of the ERA
- ERA Operational Records
- ERA Administrative Records
 - Financial Management
 - Human Resources Management
 - Information Management Records
 - Secretariat Support
 - Strategic Management
- Policies and Procedures of the ERA
- Decisions and Recommendations of the ERA
- ERA Lists and Registers
- Services of the ERA
- Frequently asked questions submitted to the ERA

ABOUT US

The **Electricity Regulatory Authority (ERA)** is a Statutory Authority of the Government of the Cayman Islands and operates under the **Ministry of District Administration, Works, Lands and Agriculture**. A Board of Directors – appointed by the Governor in Cabinet of the Cayman Islands - directs the work of the ERA.

The ERA has three members of staff:

Acting Managing Director

Mr. Louis Boucher

Administrative Analyst

Mr. Jason Abraham

**Information Manager
and Administrator**

Mrs. Lesley Lawrence

Contact general@caymanera.ky or foi.era@gov.ky

Physical Office Address

Suite 14, Grand Pavilion Commercial Centre
West Bay Road, Grand Cayman

Mailing Address

Electricity Regulatory Authority, P.O. Box 10189,
Grand Cayman KY1-1002, CAYMAN ISLANDS

Telephone number

(+1) 345 949 8372

E-mail Address via ERA web site general@caymanera.ky
For Contacting Us and for submitting Complaints

E-mail Address foi.era@gov.ky
For Freedom of Information Requests

ERA website Address www.caymanera.ky

Office Hours 8:30 a.m. to 5:00 p.m. Monday to Friday
(Bank Holidays excepted)

Establishment of the ERA

The Electricity Regulatory Authority (ERA) was formed by the passing of the Electricity Regulatory Authority Law, 2005, in the Legislative Assembly on the 2nd of March, 2005. This Law was published with Gazette No. 7 dated 4th April, 2005. It was revised on the 12th of July 2005 with the issue of the Electricity Regulatory Authority Law (2005 Revision) and further revised with the issue of the Electricity Regulatory Authority Law (2008 Revision) which was published with Gazette No. 13 dated 23rd June 2008. A further revision of the Electricity Regulatory Authority Law was published in Supplement No. 9 with Gazette No. 22 dated 25th October, 2010 as the [**ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)**](#).

Mission Statement of the ERA

The Electricity Regulatory Authority (ERA) will protect the rights of electricity consumers in the Cayman Islands to ensure that they receive dependable power supply at the lowest possible cost.

The ERA is committed to the development of electricity from renewable resources to reduce the dependence of the Cayman Islands on diesel fuel.

The ERA, in consultation with other agencies, will promote the development of environmental and efficiency standards for electricity industry licensees in the Cayman Islands.

Functions of the Electricity Regulatory Authority

The principal functions of the Electricity Regulatory Authority (ERA) are defined under condition 9 (2) of the [**ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)**](#).

The ERA is committed to protecting the rights of electricity consumers in the Cayman Islands, and, under Section 9 (5) of the ERA Law (2010 Revision), the Authority shall have regard to the need to develop, permit and promote the use of renewable or alternative forms of energy by consumers so as to reduce the load on any Transmission and Distribution system. The ERA has the power under Section 9 (6) of the ERA Law to establish environmental standards and to ensure that licensees comply with planning standards; and take effective measures to comply with safety and environmental standards.

Section 92 (2) of the Electricity Regulatory Authority Law (2005 Revision) states:- “Notwithstanding subsection (1), nothing in this Law or any other law shall alter the terms of a licence granted prior to the 12th April, 2005, unless the Authority and the licensee agree in writing to such alteration or the licence is otherwise varied by operation of law.”

The result of Section 92 (2) was that the existing electricity providers, Caribbean Utilities Company Ltd. in Grand Cayman - whose licence was issued in January 1986 - and Cayman Brac Power & Light - whose licence was issued in December 2003 - were not subject to the regulations of the ERA Law.

The functions of the ERA at that time were therefore to assist the Cayman Islands Government in negotiating new licences with Caribbean Utilities Company Ltd.

The Electricity Regulatory Authority (Amendment) Law, 2008, was published with Extraordinary Gazette No. 4 dated 8 February 2008.

Two new licences were issued to Caribbean Utilities Company Ltd on April 3rd, 2008. There is an Electricity Generation Licence and an Electricity Transmission and Distribution Licence. Copies of both licences are available for access on-line in the ERA's "Document Library" which can be accessed via the "Home" page of the ERA website www.caymanera.ky. The ERA now regulates Caribbean Utilities Company Ltd new licences under the [**ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)**](#).

Under the terms of the [**ELECTRICITY REGULATORY AUTHORITY LAW \(2010 REVISION\)**](#) the ERA conducts the solicitation process for future generating capacity for Grand Cayman, encourages competition in generation in Grand Cayman, and the development of environmental standards and efficiency standards within the industry as required under the Law.

Currently the ERA is monitoring three licences - two Licences issued to Caribbean Utilities Company Ltd for Grand Cayman and one Licence issued to Cayman Brac Power & Light Company for Cayman Brac and Little Cayman.

Organization of the ERA

In accordance with the Electricity Regulatory (Amendment) Law (2009 revision), the Governor-in-Cabinet appointed the following persons to the Electricity Regulatory Authority Board to hold office from 13th August 2009 until 13th August 2012 – Mrs. Sherri Bodden as Chairperson, Mr. Kendal Ryan as Deputy Chairman, Mr. Charles Farrington, Mr. Kenneth Hay, Mr. Samuel Jackson, Mr. Darrel Rankine, Mr. Michael Herland, Mr. Samuel Young and Mr. Derrick Tibbetts.

A representative of the Ministry of District Administration, Works, Lands and Agriculture sits on the ERA Board as an Ex Officio member. Technical and Legal Committees were appointed at the first meeting of the newly appointed Board which took place on 26th August, 2009. The members of the ERA Board and the Technical and Legal Committees are listed in the following table.

Board and Committees of the ERA

Name	Meetings	Minutes
<p>ERA Board of Directors</p> <p>Mrs. Sherri Bodden Chairperson Mr. Kendal Ryan Deputy Chairperson Mr. Charles Farrington Mr. Kearney Gomez MBE, JP Mr. Kenneth Hay Mr. Michael Herland Mr. Samuel Jackson Mr. Darrel Rankine Mr. Derrick Tibbetts Mr. Samuel Young</p>	<p>Meetings of the ERA Board of Directors are held once a month at an agreed location in Grand Cayman.</p> <p>Meetings of the ERA Board of Directors are not open to the public.</p>	<p>Minutes of Board Meetings are not available on-line.</p> <p>Application may be made in writing for hard copies of the minutes to: The Information Manager, ERA, P. O. Box 10189, Grand Cayman KY1-1002 CAYMAN ISLANDS</p>
<p>ERA Technical Committee</p> <p>Mr. Charles Farrington Chairperson Mr. Kenneth Hay Mr. Michael Herland Mr. Darrel Rankine Mr. Derrick Tibbetts</p>	<p>Meetings of the ERA Technical Committee are generally held on a monthly basis at an agreed location in Grand Cayman.</p> <p>Meetings of the ERA Technical Committee are not open to the public.</p>	<p>Minutes of Technical Committee Meetings are not available on-line.</p> <p>Application may be made in writing for hard copies of the minutes to: The Information Manager, ERA, P. O. Box 10189, Grand Cayman KY1-1002 CAYMAN ISLANDS</p>
<p>ERA Legal Committee</p> <p>Mrs. Sherri Bodden Chairperson Mr. Samuel Jackson Mr. Samuel Young</p>	<p>Meetings of the ERA Legal Committee are held when necessary at an agreed location in Grand Cayman.</p> <p>Meetings of the ERA Legal Committee are not open to the public.</p>	<p>Minutes of the ERA Legal Committee Meetings are not available on-line.</p> <p>Application may be made in writing for hard copies of the minutes to: The Information Manager, ERA, P. O. Box 10189, Grand Cayman KY1-1002 CAYMAN ISLANDS</p>

Governance of the ERA

The Electricity Regulatory Authority is established under the [**ELECTRICITY REGULATORY AUTHORITY LAW \(2010 Revision\)**](#). The major responsibilities of the ERA are defined in the ELECTRICITY REGULATORY AUTHORITY LAW (2010 Revision) and Regulations. Under Section 89 of this Law, the ERA has the authority to establish rules and procedures for licensees.

The ERA has responsibilities to comply with the terms of the [**ELECTRICITY LAW, 2008**](#), the [**FREEDOM OF INFORMATION LAW, 2007**](#) and the [**PUBLIC MANAGEMENT AND FINANCE LAW**](#) .

The ERA also has responsibilities to comply with the terms of [**THE NATIONAL ARCHIVE AND PUBLIC RECORDS LAW \(2010 Revision\)**](#) .

Personnel Matters

All personnel matters affecting ERA staff are dealt with under the terms of the [**PUBLIC SERVICE MANAGEMENT LAW \(2011 REVISION\)**](#).

Please see the following table for information on where to purchase printed copies of these Laws.

Laws under which the ERA operates	Printed Copy available	e-copy available
Electricity Regulatory Authority Law (2010 Revision)	From the Legislative Assembly at a cost of Cayman Islands' Dollars 14.40 per copy	On the ERA web site at www.caymanera.ky No cost to download
Electricity Law, 2008 Revision	From the Legislative Assembly at a cost of Cayman Islands' Dollars 7.20 per copy	On the ERA web site at www.caymanera.ky No cost to download
The Freedom of Information Law, 2007	From the Legislative Assembly at a cost of Cayman Islands' Dollars 6.40 per copy	On the Cayman Islands' Government web site and via the link below FREEDOM OF INFORMATION LAW, 2007 No cost to download
The Freedom of Information (General) Regulations, 2008	From the Legislative Assembly at a cost of Cayman Islands' Dollars 4.80 per copy	On the Document Library tab of the Cayman Islands' Freedom of Information web site at http://www.foi.gov.ky listed at the bullet entitled "Freedom of Information Legislation" No cost to download
The National Archive and Public Records Law (2010 Revision) and amendment	From the Legislative Assembly at a cost of Cayman Islands' Dollars 4.00 per copy	On the Cayman Islands' Government gazettes web site at the link shown above this table No cost to download
The National Archive and Public Records Regulations, 2007	From the Legislative Assembly at a cost of Cayman Islands' Dollars 2.40 per copy	On the Cayman Islands' Government gazettes web site at the link shown above this table No cost to download
The Public Management and Finance Law (2010 Revision)	From the Legislative Assembly at a cost of Cayman Islands' Dollars 14.40 per copy	On the Cayman Islands' Government web site at the link shown above this table No cost to download

Laws under which the ERA operates	Printed Copy available	e-copy available
The Public Service Management Law (2011 Revision)	From the Legislative Assembly at a cost of Cayman Islands' Dollars 9.60 per copy	On the Cayman Islands' Government gazettes web site at the link shown above under the title " Personnel Matters " No cost to download

The contact details for the Legislative Assembly are as follows:

The Laws Section, Legislative Assembly Building, 33 Fort Street, Grand Cayman

P.O. Box 890, Grand Cayman KY1-1103, CAYMAN ISLANDS

Telephone number (+1) 345 949 4236

E-mail contact indianna.watson@gov.ky

CLASSES OF INFORMATION HELD BY THE ERA

A Class of Information is a method of collecting together similar types of information. The ERA has grouped its Classes of Information into broad categories by **function** which reflect the ERA's major areas of responsibility.

The main **operational functions** of the ERA are:

- **Licensing of Electricity Generation and Transmission and Distribution companies**

The ERA holds records relating to this function grouped alphabetically under the following headings:

Advising;
Dispute Resolution;
Enforcement;
Granting Licences;
Guidance;
Monitoring of existing licences;
Research and Development;
Tendering

- **Regulating of Electricity Generation and Transmission and Distribution licensees**

The ERA holds records relating to this function grouped alphabetically under the following headings:

Advising;
Complaints related to electricity providers licensed by the ERA;
Enforcement;
Guidance;
Monitoring;
Policy;
Promoting the use of Renewables;
Research and Development

Requests for access to ERA operational records held under the headings listed above may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

The main **administrative functions** of the ERA on which the ERA holds records are as follows:

1. Financial Management
2. Human Resources Management
3. Information Management
4. Secretariat Support
5. Strategic Management

1. FINANCIAL MANAGEMENT

Records held by the ERA under this administrative function cover the following:

Administering the ERA's monetary resources; managing funds allocated through Cabinet-purchased outputs, Regulatory Fees and other sundry revenues; establishing internal controls and procedures for financial management; operating accounting systems; financial planning and budget management.

These records are organized under the Activities and Records Series listed in the table below.

Activity	Record Series
Accounting	
	Accounts payable
	Accounts receivable
	Banking
	Ledgers and Journals
	Financial Secretary
	Revenue Collection
Acquisition	
	Asset Management
	Asset Register
	Depreciation Schedules
	Computer Services
Auditing	
	Audited Financial Statements 2005, 2006, 2007, 2008, 2009, 2010 and 2011 and related correspondence
Budgeting	
	Budget 2006/7
	Budget 2007/ 8
	Budget 2008/9
	Budget 2009/10
	Budget 2010/11
	Budget 2011/12
	Ownership and Purchase Agreements signed with Cabinet for 2005, 2006, 2007, 2008, 2009, 2010 and 2011
Funds Administration	
	Equity Investments
Policy	
	Financial Management Policies
	Financial Management Procedures
Remuneration	
	Payroll
	Health Insurance
	Pensions
Reporting	
	Monthly FM Reports
	Annual FM exports

Requests for access to records held under the headings in the above table may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

Documents relating to the administration of the Authority's monetary resources – including budgeted income and expenditure are as follows:

- **Annual Budget 2011 / 2012** - available on the ERA website www.caymanera.ky

Requests for access to copies of the annual budget documents for previous years – starting from 2005 – may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

- **Annual Financial Statements** - Half-yearly financial reports (unaudited) are published on the ERA website www.caymanera.ky
- **Audited Financial Statements 2005, 2006, 2007, 2008, 2009, 2010 and 2011**

Requests for copies of the half-yearly financial reports (unaudited) and the Audited Financial Statements may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

2. HUMAN RESOURCES MANAGEMENT

Records held by the ERA under this administrative function cover the Activities and Record Series listed in the table below.

Activity	Record Series
Development and Training	
	Internal Training
	External Training
Performance Management	
	Agreement and Assessment
Planning	
	HR Plans
Policies and Procedures	
	HR Policies
	HR Procedures
Recruitment	
	Recruitment Exercises
Staff Administration	
	Staff Personnel Files

Requests for access to records held under the headings in the above table may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

Other documents relating to ERA Human Resources Administration include the following:

- Insurance policies - **Contents and Directors' and Officers' Liability Insurance**
- Documents related to ERA staff vacancies; career opportunities
- Details of any ERA staff vacancies are placed on the ERA website www.caymanera.ky and vacancies are advertised in accordance with the requirements of the Labour Laws of the Cayman Islands.
- Staff pay and grading structures

Requests for access to copies of these documents may be made in writing and e-mailed to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

3. INFORMATION MANAGEMENT

Records held by the ERA under this administrative function cover the following:

Administering the ERA's information resources and systems; designing, procuring and implementing systems for managing and communicating business information; maintaining and disposing of software or hardware; creating or acquiring, storing and disposing of information resources; providing reference services and handling Freedom of Information requests; developing policies, tools and procedures for managing information. Administering communications with the Government and the public; contributing to formal inquiries or investigations; developing public relations through community events, media campaigns and official functions; designing and producing publications in any format including the ERA website.

These records are organized under the Activities and Records Series shown in the table below.

Activity	Record Series
Communications	
	Press Releases
	Promotional information about the ERA
	ERA Website
	Gazetted hard copy Publication Scheme
	CI Gazettes re the ERA
Handling FOI Requests	
	Implementation guidance
	Correspondence with the FOI Unit
	Requests for Information
	Disclosure Log
	Requests for FOI data from the Ministry
	Communication with the FOI Information Commissioner's Office
Records Management	
	File Plan
	Disposal Schedules
	Electronic Records Management
	Storage of Records

Requests for access to records held under the headings in the above table may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

4. SECRETARIAT SUPPORT

Records held by the ERA under this administrative function cover the following:

Administering or providing administrative services to the ERA Board and ERA Committees. Includes records of the establishment of the Board and Committees, appointment of members, terms of reference, proceedings, agendas and minutes. This section also holds records relating to the Secretariat Support for the National Energy Policy Committee.

These records are organized under the Activities and Records Series shown in the table below.

Activity	Record Series
Advising	
	The Governor in Cabinet
	ERA Board of Directors
	ERA Technical Committee
	ERA Legal Committee
	Government Agencies
	Inquiries from the public
Arrangements	
	Meetings
	Accommodation
	Catering
	Travel
	Insurance
Establishment	
	ERA Board of Directors
	ERA Technical Committee
	ERA Legal Committee
	The National Energy Policy Committee
Proceedings	
	ERA Board of Directors Meetings
	ERA Technical Committee Meetings
	ERA Legal Committee Meetings The National Energy Policy Committee Meetings

Requests for access to records held under the headings in the above table may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

5. STRATEGIC MANAGEMENT

Records held by the ERA under this administrative function cover the following:

Administering the ERA's operations at the organizational level; developing business plans and policy; setting long-term goals and objectives; evaluating the ERA's overall performance and progress towards established targets; managing programmes to improve business processes and ensure consistent service delivery; preparing or revising laws and other regulatory instruments that affect the ERA's functions and responsibilities; obtaining legal advice from external sources. Includes executive support, internal policy development, planning and annual reporting activities; and obtaining advice from consultants.

These records are organized under the Activities and Records Series shown in the table below.

Activity	Record Series
Assessment	
	HOD Reports to Ministry
Complaints	
	Complaints Procedure re complaints about the ERA
Hazard Management	
	Hazard Management Plan
Planning	
	Obtaining Legal Advice
	Portfolio and HOD Meetings
	Obtaining Advice from Consultants
	Setting short, medium and long term goals

Requests for access to records held under the headings in the above table may be made by e-mail to general@caymanera.ky or in writing and posted to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

POLICIES and PROCEDURES of the ERA

Current written protocols used by the ERA for carrying out functions, activities and delivering services include:

- Complaints-handling procedure – in accordance with the recommendations of the Office of the Complaints' Commissioner.

Information on the ERA Complaints Procedure can be accessed on the "Complaints" page of the ERA website www.caymanera.ky.

Printed copies of the document outlining the Complaints Procedure of the ERA and of the ERA Complaint Form are available for collection from the ERA offices during normal business hours or may be requested by e-mail to general@caymanera.ky or by post from the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

- HR policies and procedures – in accordance with the guidelines of the Portfolio of the Civil Service

- Records management policy – in accordance with the Chief Secretary’s Code of Practice on Record Management, the National Archive and Public Records Law (2010 Revision) and the Freedom of Information Law, 2007.
- Disposal schedule (records retention policy) - in accordance with the regulations issued by the Cayman Islands National Archive.

DECISIONS and RECOMMENDATIONS of the ERA

Proposals, recommendations, resolutions and decisions are recorded in the minutes of the meetings of the ERA Board of Directors, the ERA Technical Committee and the ERA Legal Committee.

Minutes of the ERA Board Meetings and meetings of the ERA Technical and Legal Committees are not available on-line.

Application may be made in writing for hard copies of the minutes to:

The Information Manager, Electricity Regulatory Authority, P. O. Box 10189,
Grand Cayman KY1-1002, CAYMAN ISLANDS

LISTS and REGISTERS of the ERA

- Asset Register

Requests for access to the ERA Asset Register may be made by e-mail to general@caymanera.ky or sent by mail to the ERA Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

- Register of Directors and Officers – published on the ERA website www.caymanera.ky on the “About Us” page
- Freedom of Information disclosure log
In compliance with the implementation guidance of the Freedom of Information Unit, the ERA maintains a Freedom of Information disclosure log which can be found on the ERA website www.caymanera.ky on the “Freedom of Information” page.

SERVICES of the ERA

- Monitoring and Regulating of Licensees – These are the main functions of the ERA as defined under the ERA Law (2010 Revision)
- Licensing of Generators of electricity and Transmission and Distribution Suppliers in the Cayman Islands

The ERA is funded from two sources:

1. Regulatory Fees which are based on half of one percent of the gross revenues of the Grand Cayman Transmission and Distribution Licensee billed to consumers on a monthly basis as defined in the Transmission and Distribution Licence held by Caribbean Utilities Company Ltd.

A copy of this licence can be accessed on-line on the ERA website www.caymanera.ky on the “Home” page via the menu item “Document Library”.

2. Fees billed to Cabinet for outputs provided in accordance with the purchase agreement signed with Cabinet. These are listed in the Government budgets for each year and for the 2011 / 2012 fiscal year can be accessed on-line on the Cayman Islands’ Government website at [http://www.bmu.gov.ky/ files/file_108.pdf](http://www.bmu.gov.ky/files/file_108.pdf). page 342.

Documents relating to the monitoring and regulation of licensees can be found on the ERA website www.caymanera.ky on the “Home” page via the menu item “Document Library”.

Solicitations for additional generating capacity for Grand Cayman are carried out by the ERA on an international basis based on a “Certificate of Need” supplied by the Transmission and Distribution supplier. All relevant documents related to the solicitation are published on the “Generation Solicitation” page of the ERA website www.caymanera.ky.

Requests for copies of documents listed above as being published on-line on the ERA website can be made by people who do not have access to the internet or e-mail by mail to the Information Manager, P.O. Box 10189, Grand Cayman KY1-1002, CAYMAN ISLANDS.

FREQUENTLY ASKED QUESTIONS submitted to the ERA

Frequently asked questions are generally from companies and individuals requesting information on how they might become licensees to generate electricity in the Cayman Islands. Responses to such questions would refer the company or individual to the relevant section of the ERA Law (2010 Revision) and the information published on the ERA website www.caymanera.ky.