

## How to make a complaint about the ERA

1. The first step in the ERA complaint process is to fill out, in detail, a Complaint Form. A Complaint Form can be printed from a link at the Complaints webpage on the ERA website, or received in person at ERA Offices in Grand Pavilion.
2. Please note the following when completing your Complaint Form:
  - All Personal Details must be provided to the ERA. The ERA does not pursue anonymous complaints or complaints made by telephone
  - The Complaint Form should be signed and dated
  - You should provide a clear account of the complaint and how it originated. If you need assistance in completing the Complaint Form a member of the ERA staff will be available to assist you during regular business hours
  - A copy of the complaint you originally submitted to the ERA and the date in which you submitted that complaint
  - A copy of the ERA response to your complaint. If you did not receive a response from the ERA, please note that on your Complaint Form
3. The Complaint Form can be delivered to the ERA as follows:
  - Electronically via email to [general@caymanera.ky](mailto:general@caymanera.ky)
  - Hand delivered to ERA Offices at Suite 14, Grand Pavilion, West Bay Road
  - By regular mail to the following address:

Attention: Acting Managing Director  
Electricity Regulatory Authority  
P.O. Box 10189  
Grand Cayman KY1-1002  
CAYMAN ISLANDS

Your complaint will be treated in confidence. The information you provide in your complaint will only be shared with those persons who need it in order for your complaint to be investigated and resolved.

You can telephone the ERA at (345) 949-8372 at any time during normal business hours to check on the status of your complaint resolution.