

George R. Ebanks

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March 13th, 2023

Mr. Christen Suckoo
Acting CEO- OfReg of the Offices
Office of Regulation and Competition
3rd Floor; Monoco Towers
P.O.Box 10189; KY1-1002
George Town; Grand Cayman
Cayman Islands

By Hand Delivery/ Private and confidential.

Dear Mr. Suckoo,

Re:- Letter of resignation- Chairman of OfReg's Consumer Council.

I refer to a letter dated December 8th, 2022 from your Interim Chief Executive Officer; Mr. Peter Gough; advising me of my appointment to Chairmanship of the Consumer Council in accordance with Section 60 of the Utility Regulation and Competition Act (2021 Rev.) and now write to advise to tender my resignation as Chairman of the newly created Consumer Council of the Cayman Islands effective immediately.

I have now discovered why the consumers in these beloved Cayman Islands suffer and wait patiently; albeit unjustly for some one to attend appropriately to their cries for relief from outright skulduggery and abuse of various of our utility service providers.

Take for example, the many good people and citizens of Little Cayman. Why should they have to wait years to get any form of relief from FLOW; who whilst still charging them for a telephone land line from FLOW; in reality they have neither a telephone nor any type of credible telephone service from their monopolistic service provider- FLOW?

Take for example, Mr. Abraham, along the West Bay road peninsula. Why should he be subjected to a monthly fixed charge; equivalent to 1,000 gallons of used water, when he is safely away in Canada for six [6] months of each year and uses not a "single drop of water" but is subjected to a MINIMUM surcharge of some CI\$25.00 per month; which as already mentioned, is equivalent to 1,000 gallons of water being used.

Both cases are totally unacceptable!

Yet, OfReg seemingly is just very satisfied to just subject both to filling in "complaint forms" and then filing them and just sit and wait for infinitum to have the "system" sort them out.

As Chairman of the newly created Consumer Council had and have a different view of dealing with sub-par ineffective service providers.

The Consumers of these beloved Cayman Islands DEMAND A CONSUMER BILL OF RIGHTS TO RENEWABLE ENERGY! And also, to OUTSTANDING customer SERVICE at all times (i.e., 365/24/7!). Their current "partner" currently; based on current legislation, has to be OfReg- via its underpinning legislation, namely; The Utility Regulation and Competition Act (2021 Rev.).

OfReg is insistent that I as Chairman of the Consumer Council abide by their most archaic "system" of filling in forms and then subjecting both myself to daily calls from dissatisfied customers (consumers all!) while I sit most impotently by and helpless to act quickly and aggressively to solve the many consumer complaints which are received daily; coupled with the unnecessary burden of the consumer having neither a "partner" or an effective (and quick!) resolution to their complaint and needs.

I demanded that there must be an immediate CHANGE in position as now being practiced by OfReg.

I demanded and still now demand, a CONSUMER BILL OF RIGHTS TO SOLAR ENERGY/ RENEWABLE ENERGY and such position seems to not be welcomed.

I am confident that the government of the day- The PACT Government- have heard enough from consumers and are capable of drafting amendments to the current legislation- The Utility Regulation and Competition Act (2021 Rev.) to bring about a different kind of OfReg- one that is nimble enough to ACT BOLDLY and willing enough to take risks on behalf of each consumer of these Cayman Islands.

Enough is enough I say!

I will not be a part of an organization where the newly created Consumer Council is but a "cheap employee" as it were; as our sole role and responsibility is to face angry; and this will soon most likely occur when my idea of reaching out and engaging with the front line consumers of these Cayman Islands is done via publicly arranged and held District Town Hall meetings. With the first such meeting (at least as was set at my last Council meeting of March 7th- to be held on April 19th, 2023 at a location yet to be determined in the District of George Town), I would not wish to be seen leading a group of good concerned local persons who are the Consumer Council; but when confronted by an angry or aggrieved consumer; our only reply is to complete a standard OfReg Consumer Complaint form and then file it back to OfReg for a most bureaucratic process of oversight and undue delay.

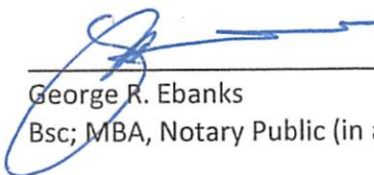
I have better things to do with my time.

I want to be able to be out on the streets talking to, engaging with, and “kicking butt” of each sub-par service provider who has wronged a consumer. I am not a form filler; sorry.

Accordingly, just after being duly appointed by the CEO (interim) of OfReg on 8th December, 2022; three [3] short months ago; I find it more rewarding to be FREE to be a vocal advocate for the consumers of these Cayman Islands and I shall now busy myself to working effectively to agitate and promote; aggressively; a CONSUMER BILL OF RIGHTS TO RENEWABLE ENERGY for these Cayman Islands, in line with and together with our Governments Policy document of its aims and objectives of reaching a 70% goal of RENEWABLE ENERGY OUTPUT by year 2030.

Accordingly; with the above background and my opening sentence; I again confirm my resignation as the Chairman of OfReg’s Consumer Council, effective immediately.

Yours truly;



George R. Ebanks

Bsc; MBA, Notary Public (in and for the Cayman Islands).

Copied:-

- Cayman Islands Press corp;
- Hon. Premier- Mr. G. Wayne Panton- C.I.I Government;
- Hon. Jay Ebanks- Minister of Planning; Agriculture, Housing and Infrastructure;
- Hon. Chris Saunders- Minister of Finance and Economic Growth;
- Mr. James Whittaker- Chairman- CREA.