

What are 'Guaranteed Standards'?

Guaranteed Standards are performance measures developed for the Jamaica Public Service Company (JPS), the National Water Commission (NWC) and small water providers such as Dynamic Environmental Management Ltd. (DEML), to ensure that the utility companies provide certain minimum levels of service to customers. The **Guaranteed Standards** for DEML are listed on the next page.

If these companies (including DEML) fail to honour the standards, the affected customer is entitled to monetary compensation from the company.

OUR's Appeal Process

As part of its regulatory functions, the OUR seeks to empower customers of these utility companies by advising them of their rights and responsibilities in their dealings with these companies.

If you have a problem with one of the utility companies, the Consumer Affairs Unit (CAU) in the Consumer and Public Affairs (CPA) Department will thoroughly review/investigate the matter at no cost to you, the customer.

However, we require that you first seek redress from the utility provider. Then, if you are not satisfied with the company's written final decision, you can contact the OUR's Consumer Affairs Unit (CAU) and we will assist you with an Appeal.

Have a complaint?

First, contact DEML to have them resolve the issue.

Not satisfied with the result?

Contact the OUR's Consumer Affairs Unit and ask for assistance with filing an Appeal against DEML's decision.

The OUR is your avenue of Appeal to have your matters investigated through a thorough, objective and transparent process.



THE OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

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Guaranteed Standards for Dynamic Environmental Management Ltd. (DEML)

2015 – 2016

The Office of Utilities Regulation (OUR) regulates utility services in Electricity, Water & Sewerage and Telecommunications. Guaranteed, as well as Overall Standards, are developed by the OUR to establish prescribed minimum quality of service levels to which the utilities are held accountable.

Compensation for breach of a Guaranteed Standard is by way of automatic credits or by submitting a claim form. Claim forms are available at the DEML offices.



Guaranteed Standards

are set by the OUR for DEML customers living in these St Catherine housing developments:

- ♦ Caribbean Estates
- ♦ Morris Meadows
- ♦ Portmore Country Club
- ♦ Vineyards Estates





The Office of Utilities Regulation (OUR) wants you to know your rights as a utility customer. Guaranteed Standards (GS) have been established by the OUR to hold the Jamaica Public Service Company (JPS), the National Water Commission (NWC) and small water providers such as Dynamic Environmental Management Ltd. (DEML) accountable to you. Did you know that if they breach any of these standards, you should be compensated?

DEML Consumers should make their complaint to DEML's customer service department. DEML must be given the opportunity to resolve this concern.



Submit an appeal (in writing) of the utility provider's final decision to the OUR's Consumer and Public Affairs Dept. if you remain dissatisfied.

Have a complaint? Contact DEML:

**139 Maxfield Ave, Kingston 10.
Shop 11 Oakpark Plaza, Portmore.
Tel: 906 - 4172 or 740 - 0592
Email: deml@cwjamaica.com**

CODE	DESCRIPTION OF GUARANTEED STANDARD	COMPENSATION
GS1 Connection of New Customers	DEML is required to connect all new customers where water supply is available at the property boundary, within three (3) working days after signing the contract for connection.	AUTOMATIC
GS2 Issue of First Bill	DEML must issue (print and mail/deliver) a bill to a customer based on a meter reading within thirty (30) working days after the account is established.	CLAIM
GS3(a) Response to complaints: Acknowledgements	DEML must, within three (3) working days, acknowledge written customers' complaints .	CLAIM
GS3(b) Response to Complaints: Investigations	DEML must, within fifteen (15) working days of receipt of a complaint, complete investigations and inform the customer of the results.	CLAIM
GS3(c) Investigations involving a 3rd party	DEML must, within thirty (30) working days, complete investigations involving 3rd party.	CLAIM
GS4 (a) Wrongful Disconnection	DEML shall not disconnect the service of an account which is either not in arrears or is the subject of an investigation internally or by the OUR.	AUTOMATIC
GS4 (b) Reconnection after Wrongful Disconnection	Where DEML has wrongfully disconnected a service account it shall be reconnected within twelve (12) hours.	AUTOMATIC
GS5 Repair or Replacement of Faulty Meter	DEML must, within ten (10) working days of identifying, or being notified of a defect, repair or replace any malfunctioning meter.	AUTOMATIC
GS6 Meter Change	DEML must provide customers with the details of the date of a meter change, meter readings for old and newly installed meters on the day of change and the serial number of the old meter.	CLAIM
GS7 Meter Readings	DEML must render a bill based on a meter reading each month.	AUTOMATIC
GS8 Billing Adjustment	Customer must be billed for adjustment within one (1) month of identification of error, or subsequent to repair or replacement of faulty meter.	CLAIM
GS9 Reconnection after Payment of Overdue Amount	DEML must, within twenty-four (24) hours of receipt of all payments (reconnection fee etc.) reconnect customers disconnected for debt.	AUTOMATIC
GS10 Payment of Compensation	DEML must credit customer's account within one (1) billing period after a breach of any of the prescribed Guaranteed Standards.	AUTOMATIC

Compensation: The applicable compensation is the sum equivalent to the Reconnection Fee.