

Landmark Developers Limited (LDL) Overall Quality of Service and Performance Criteria

Overall Standards

| | |
|---------------------------------|---|
| Correction of sewerage problems | LDL shall clear ninety percent (90%) of all reported blocked mains within four (4) hours of the report being received. |
| Sewerage/odour | LDL shall maintain the plant in such a manner as to minimize complaints of odour. There shall be no more than five (5) complaints per one hundred (100) customers regarding odour in any month. |
| Sewerage effluent quality | LDL shall ensure that sewage effluent is within the standards specified by NEPA. |
| Environmental | LDL shall conform to all and any standards that may be established by NEPA/NRCA. LDL shall provide the Office with copies of any licences, standards or special permits issued by NEPA/NRCA from time to time which shall form part of its licence. |



ISO 9001:2015 certified

OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

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GUARANTEED STANDARDS FOR

LANDMARK DEVELOPERS LIMITED 2018 - 2020

The **Office of Utilities Regulation (OUR)** regulates utility services in electricity, water and sewerage and telecommunications. Guaranteed Standards, 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 the breach of a Guaranteed Standard is by way of automatic credits to customers' bills or by submitting a claim form.

GUARANTEED STANDARDS

are set by the OUR for customers of
Landmark Developers Limited living in Liberty Estate, St. Mary.

GUARANTEED STANDARDS FOR LANDMARK DEVELOPERS LIMITED

| CODE | GUARANTEED STANDARD | MODE OF COMPENSATION |
|--|---|----------------------|
| GS1 Connection of New Customers | LDL shall connect all new customers within three (3) working days after signing the contract for connection. | CLAIM |
| GS2 Issue of First Bill | LDL shall issue (print and mail/deliver) a bill to a customer within thirty (30) working days after the account is opened. | CLAIM |
| GS3(a) Response to Complaints: Acknowledgements | LDL shall acknowledge written customer complaints within three (3) working days of receipt. | CLAIM |
| GS3(b) Response to Complaints: Investigations | Unless it is an investigation involving a 3rd party, LDL shall, within fifteen (15) working days of receipt of a complaint, complete investigation and inform the customer of the results. | CLAIM |
| GS3(c) Investigations involving 3rd party | LDL shall, within thirty (30) working days of receipt of a complaint, complete investigation involving 3rd party and inform the customer of the results. | CLAIM |
| GS4(a) Wrongful Disconnection | LDL shall not disconnect the service of an account which is either not in arrears or is the subject of an investigation by LDL or by the OUR. | CLAIM |
| GS4(b) Reconnection after Wrongful Disconnection | Where LDL has wrongfully disconnected a service account it shall be reconnected within twelve (12) hours of being notified of the error. | CLAIM |
| GS5 Reconnection after Payment of Overdue Amount | LDL shall, within twenty-four (24) hours of receipt of all applicable payments (outstanding amounts, reconnection fee etc.) reconnect customers disconnected for overdue amounts. | CLAIM |
| GS6 Payment of Compensation | LDL shall credit a customer's account with the applicable compensation payment within one (1) billing period after a breach of any of the Guaranteed Standards. If LDL does not credit the customer's account with the applicable compensation payment within the time specified herein, LDL would have breached this Guaranteed Standard. | AUTOMATIC |

The compensation payable for a Guaranteed Standard breach shall be equivalent to four (4) times the service (fixed) charge, which is \$2,957.12.

Where applicable, customers must submit claims within one hundred and twenty (120) days after the date of the occurrence of the breach.

Have a complaint or claim? Contact: Landmark Developers Limited: Sewer System 1, Phase 2 Annex, Liberty Estates, St. Mary.
Tel: 876-648-7161 / 876-648-7167.

OUR's Determination Notice Document No. 2018/WAS/002/DET.002, for the provision of sewerage service to
Liberty Estate in St. Mary (2018 – 2020)

Date: 2018 July 13