

St Jago Hills Development Company Ltd.

Quality of Service and Guaranteed Standards established by
OUR's Interim Determination Notice 2019/WAS/004/DET.002

OVERALL STANDARDS

- ◆ At least ninety five percent (95%) of water samples must be collected from water production sources for testing.
- ◆ At least ninety five percent (95%) of water samples must be negative with coliform bacteria.
- ◆ The level of residual chlorine should be about 0.5 mg/l and present in at least ninety five percent (95%) of samples.
- ◆ Any other standards imposed by the Ministry of Health from time to time.

Water Quality

Water Pressure

SJHDC must ensure that the pressure of water to customers is in the range of 20-60 psi and take all reasonable steps to ensure that customers receive an adequate supply of water at all times.

Water Supply

- ◆ At least twenty four (24) hours' notice must be given for at least ninety percent (90%) of planned service interruptions.
- ◆ At least ninety percent (90%) of emergency lock-offs should be restored within twenty four (24) hours.

Environmental

SJHDC must conform to all and any standards that may be established by NEPA/NRCA*. SJHDC must provide the OUR with copies of any licences, standards and special permits issued by NEPA/NRCA* from time to time, and which shall form part of its licence.

*National Environment & Planning Agency (NEPA) ◇ Natural Resources Conservation Authority (NRCA)



OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

GUARANTEED STANDARDS & OVERALL STANDARDS for

St Jago Hills Development Company Ltd.

The Office of Utilities Regulation (OUR) regulates utility services in electricity, water & sewerage and telecommunications.

Guaranteed Standards

and Overall Standards are developed by the OUR to establish prescribed minimum quality of service levels to which the utilities are held accountable.



Compensation for a breach of a Guaranteed Standard is either by way of automatic credits on customers' bills or by submitting a claim form.



ISO 9001:2015 certified

OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

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GUARANTEED STANDARDS for ST JAGO HILLS DEVELOPMENT CO.

CODE	GUARANTEED STANDARD	MODE OF COMPENSATION
GS1 Connection of New Customers	SJHDC must connect all new customers complete with working meters — 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	SJHDC 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 opened.	CLAIM
GS3(a) Response to complaints: Acknowledgements	SJHDC must acknowledge customers' written complaints within three (3) working days of receipt.	CLAIM
GS3(b) Response to Complaints: Investigations	Unless it is an investigation involving a 3 rd party, SJHDC must, within fifteen (15) working days of receipt of a complaint, complete investigation and inform the customer of the results.	CLAIM
GS3(c) Investigations involving 3 rd party	SJHDC must, within thirty (30) working days of receipt of a complaint, complete investigation involving a 3 rd party and inform the customer of the results.	CLAIM
GS4(a) Wrongful Disconnection	SJHDC must not disconnect the service of an account which is either not in arrears or is the subject of an investigation by SJHDC or by the OUR.	AUTOMATIC
GS4(b) Reconnection after Wrongful Disconnection	Where SJHDC has wrongfully disconnected a service account, it must be reconnected within twelve (12) hours of being notified of the error.	AUTOMATIC
GS5 Repair or Replacement of Faulty Meter	SJHDC must, within ten (10) working days after it detects/discovers a malfunctioning meter, repair or replace the malfunctioning meter.	AUTOMATIC
GS6 Meter Readings	SJHDC must render a bill based on a meter reading each month.	AUTOMATIC
GS7 Reconnection after Payment of Overdue Amount	SJHDC must, within twenty-four (24) hours of receipt of all applicable payments (outstanding amounts, reconnection fee etc.), reconnect customers disconnected for overdue amounts.	AUTOMATIC
GS8 Payment of Compensation	SJHDC must credit a customer's account with the applicable compensation payment within one (1) billing period after a breach of any of the Guaranteed Standards. For the avoidance of doubt, if SJHDC does not credit the customer's account with the applicable compensation payment within the time specified herein, SJHDC would have breached the Guaranteed Standard GS8.	AUTOMATIC

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

The compensation payable for a Guaranteed Standard breach shall be \$2,272.00. Breaches of GS7, GS4(a) and GS4(b) will attract Special compensation of \$3,028.00.

**Have a complaint? Contact: St Jago Hills Development Company Ltd. (SJHDC). 20 Hope Road, Kingston 10
TEL: 876-929-1153 ◇ 876-929-3475 ◇ EMAIL: ihlproperty@islandhomesja.com**

If you are dissatisfied with SJHDC's resolution of your complaint, please write to OUR (email/letter) and include the utility's final response to you, as well as any other supporting documents (bills, receipts etc.).

**St Jago Hills Development Company Ltd. Determination Notice 2019/WAS/004/DET.002
OUR's Interim Tariff Determination Notice for SJHDC is effective for eighteen (18) months: 2019 July 5 to 2021 January 4**