



OUR

Office of Utilities Regulation

Regulating Utilities For The Benefit Of All

CONSUMER QUARTERLY REPORT

OCTOBER-DECEMBER 2015

CONSUMERS GET OVER **\$10 MILLION** COMPENSATION FOR 2015



The OUR's Consumer Affairs Unit (CAU) secured \$10,835,656.04 in compensation and credit for utility customers over 2015. Of this total, JPS accounted for 82% while the NWC accounted for the remaining 18%. This was revealed in the latest OUR Quarterly Performance Report for October-December 2015. During that quarter, \$1,834,460.21 was secured for utility customers as a result of OUR's investigation into their appeals.

The CAU is the investigative arm of the OUR that is charged with providing an avenue of appeal through a thorough, objective and transparent process. Consumers received compensation or credit as a result of disputed charges being reversed by the service provider or as a result of charges being written off in the interest of good customer relations.

Utilities' Performance on Guaranteed Standards



Water is life
707 BREACHES



\$559,641.84



During the October-December 2015 quarter, the NWC's Guaranteed Standards compliance report showed that 707 breaches were committed during the reporting period. These breaches had a potential payout of approximately \$2.18 million; however, only \$559,641.84 (representing 26%) was actually credited to affected customers' accounts.

For 2015, the NWC committed 2,827 breaches of the Guaranteed Standards which attracted a potential payout of approximately \$8.76 million. Actual payments were approximately \$2.6 million, which represents 30% of potential payments.

The standards with the highest incidents of breaches during the reporting period and throughout 2015 related to the NWC's investigation into customers' complaints. This represented 61% of total breaches during the reporting period and 56% for the year.



28,255 BREACHES



\$15,700,000



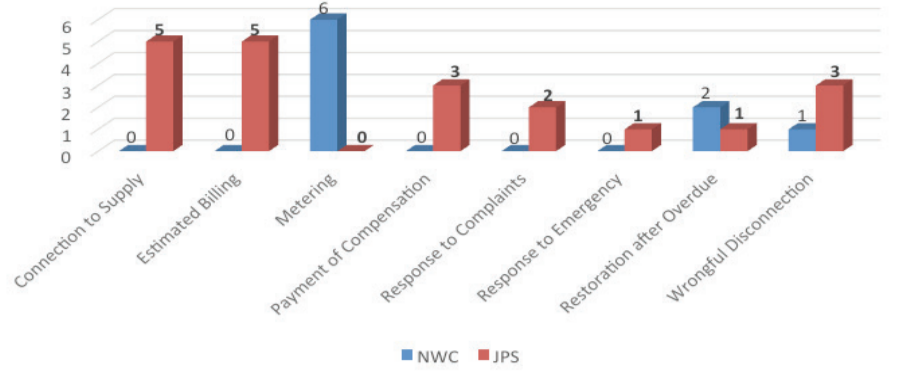
Between June and December 2015, the JPS committed 68,838 breaches which had a potential pay-out of approximately \$132.6 million. Actual payments amounted to approximately \$36 million which represented 27% of total potential payments.

For October-December 2015 there were 28,255 breaches with a potential pay-out of approximately \$53.3 million. Actual pay-outs was approximately \$15.7 million, representing 29% of total payments with 98% of these payments being by way of automatic compensation.

Additionally, sending its customers more than two consecutive estimated bills, at 73% during the reporting period and 67% during the June to December period, accounted for the highest incidents of breaches for the JPS.



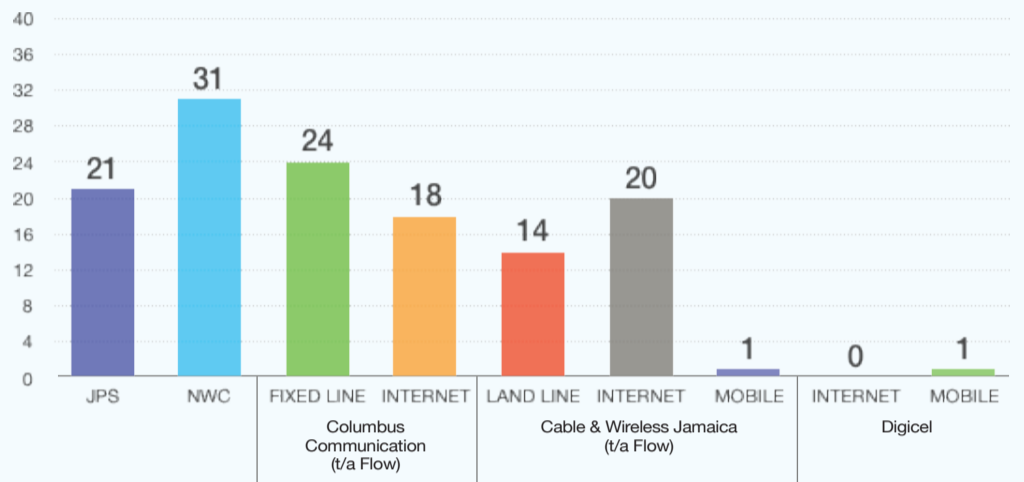
Guaranteed Standards Contacts to CAU



Billing Contacts

Although service interruption contacts increased by 7 percentage points to 22% over the preceding period, it remained second in relation to billing matters which, at 44%, continued to be the main cause for contact with the CAU. However, this 44% represents a 7 percentage points decline in billing contacts when compared with the preceding period. As shown below, the NWC, at 31, Columbus Communications (Flow) with 24 for its fixed line service and JPS with 21 were the top three service providers with the highest number of billing related contacts per 100,000 of their customer base.

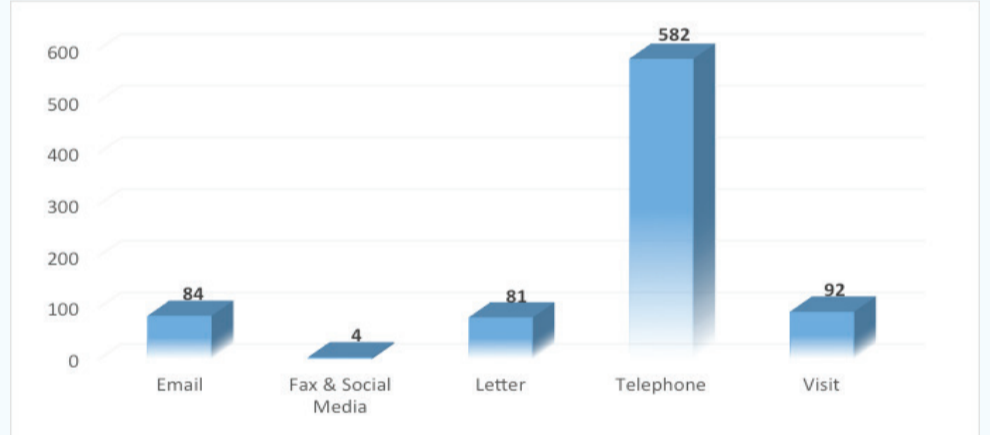
Distribution of Billing Contacts per 100,000 of Customer Base



Customer Contact Distribution

The telephone is the method most frequently used by utility consumers to make contact with the CAU, representing sixty-nine percent (69%) of the total contacts received. Visits represented eleven percent (11%) while contacts made via email and letter each had a share of 10%. The contacts received via fax and social media were less than one percent.

Methods of Contact



The telephone, at 59%, continued to be the preferred method of contact to the CAU by utility consumers throughout 2015. Emails, letters and visits followed at 11%, 13% and 16% respectively. The remaining 1% of contacts were received through fax and social media.

April is OUR Parish Connections Clarendon Parish Connection Month!

EVENT	DATE	VENUE
Schools' Connection	2016 April 12; 11:00 am – 1:00 pm	Vere Technical, Hayes, Clarendon
Community Leaders' Meeting	2016 April 13; 6:00 pm – 8:00 pm	St. Gabriel's Anglican Church Hall, May Pen, Clarendon
Community Meeting	2016 April 14; 5:00 pm – 7:00 pm	Clarendon College, Chapleton, Clarendon
Consumer Expo	2016 April 15; 10:00 am – 4:00 pm	May Pen Square, Clarendon



Scenes from Parish Connection in Guy's Hill.



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ADVT.