



# OUR

Office of Utilities Regulation  
Regulating Utilities For The Benefit Of All

## CONSUMER QUARTERLY REPORT

APRIL-JUNE 2015

### FLOW'S service interruption complaints balloon by 74%



LIME (now T/A FLOW) accounted for the highest movement in service interruption contacts with a 74% increase for the 2015 April – June quarter according to the OUR's Quarterly Performance Report.

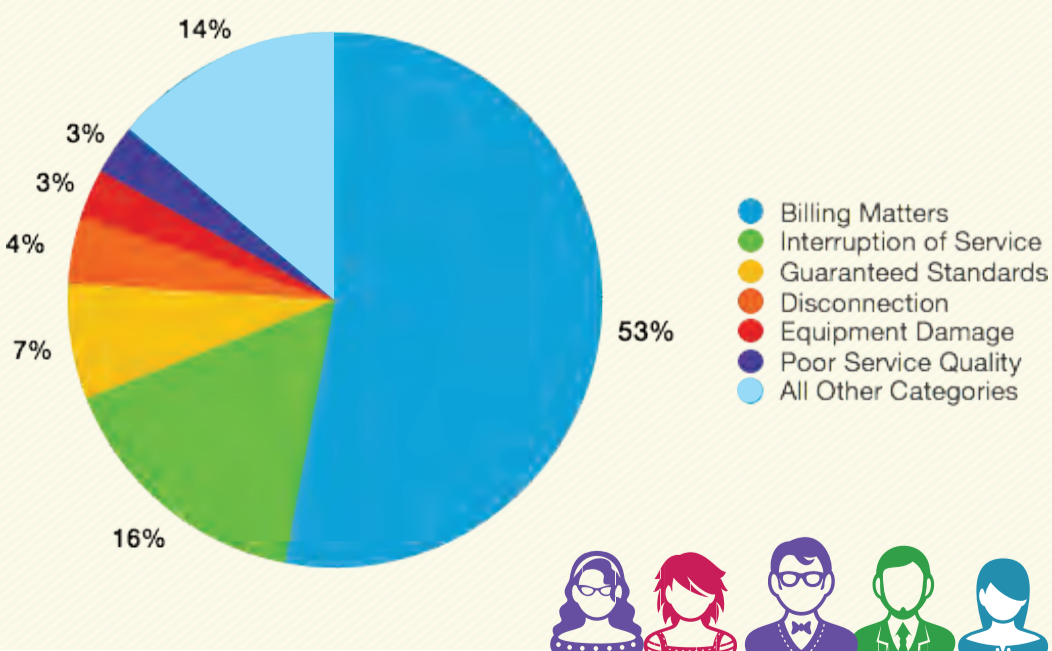
The OUR's Consumer Affairs Unit (CAU) received 672 new contacts representing a 64% increase over the previous reporting period. This marked increase can be attributed to the uptick in billing related and service interruption contacts, which saw an over 60% increase when compared to the first quarter. All other major areas of concern for customers, which includes disconnection, breaches of the Guaranteed Standards, equipment damage and poor service quality also saw increased contacts.

While LIME accounted for the highest movement in service interruption, the Jamaica Public Service Company Ltd. (JPS) accounted for the greatest increase in billing related issues with a 69% increase in the number of contacts.

- Jamaica Public Service Company Ltd. (JPS)- thirty-nine percent (39%)
- National Water Commission (NWC)-thirty percent (30%)
- LIME - twenty-three percent (23%)
- Digicel-four percent (4%)
- FLOW, small water provider Dynamic Environmental Management Ltd. (DEML), CanCara, and the National Irrigation Commission (NIC); small telecommunications provider Dekal Wireless and OUR/Other (Not Utility Provider Related – four percent (4%).



### MAIN CUSTOMER CONCERNS



### O.U.R. Hosts 37 MW Pre-Bid Meeting



On August 28 the OUR hosted a pre-bid meeting to provide an opportunity for bidders to ask questions about its recent Request for Proposals (RFPs) for 37 megawatts of new electricity generation capacity from renewable energy sources. Photos show a section of the audience (top photo) and (bottom photo, L-R) Peter Johnson, Manager, Utility Monitoring and Generation Procurement; Chenee Riley, Senior Legal Counsel and Valentine Fagan, Senior Engineer.

### NWC has poor provider response to case letters

JPS provided responses to fifteen (15) of the nineteen case letters that were sent, with 93% being within the agreed timeline of 30 business days. Additional information/clarification was required for 27% of the responses received.

The NWC continues to be delinquent in providing responses to our case letters within the agreed timeline. This issue was again raised at the quarterly meeting with the Commission's senior managers in April and a commitment given that all outstanding responses would have been received by the end of May. However, this deadline was not met.

### GUARANTEED STANDARDS REPORT

The NWC's report regarding its performance under the Guaranteed Standards scheme during the review period indicated that a total of 518 breaches were committed, representing a 39% decline over the previous period. These 518 breaches had a potential pay-out of approximately \$1.6 million while actual payments amounted to \$641,420.28, which represents 40% of total potential payments. These payments were by way of automatic credits to the affected accounts.

Similar to the previous reporting period, the standard recording the highest number of breaches was WGS 4(b) which relates to the NWC's delay in completing investigation or updating customers within 30 working days after receipt of their complaints. This standard accounted for 38% of total breaches.

JPS has advised that its ability to collect data and report on its compliance on the Guaranteed Standards continues to be hampered by the upgrading of its Customer Information System.



Credits/Compensation APRIL-JUNE 2015

**\$1,571,889.15**

Applied Credit/Other JPS 51%  
Applied Credit/Other NWC 49%

\$1,571,889.15 was secured for utility customers as a result of our investigation into their appeals. Compensation to accounts of JPS customers accounted for fifty-one (51%) with the NWC accounting for the remaining 49%.

### Distribution of Closed Appeals by Utilities

Complaint Category	Service Provider		Totals
	JPS	NWC	
Complaint Category	21	10	31
Equipment Damage	7	0	7
Illegal Connection	1	0	1
Meter Installation	0	1	1
Other	0	1	1
Property Damage	1	0	1
Redress not Received	1	0	1
<b>Total</b>	<b>31</b>	<b>12</b>	<b>43</b>