



What are the Guaranteed Standards?

The Guaranteed Standards are performance measures that guide the provision of utility services delivered by the National Water Commission, small water providers and the Jamaica Public Service Company Ltd. If the companies fail to honour the agreement, the customer is entitled to compensation which is applied as a credit to the account. Customers should know their rights and hold the utility service providers accountable.

HOW ARE JPS CUSTOMERS COMPENSATED?

- Residential Customers - Equivalent to the reconnection fee.
- Commercial Customers - Four (4) times the customer charge.

STANDARDS ATTRACTING SPECIAL COMPENSATION

- Wrongful disconnection.
- Reconnection after wrongful disconnection.

Amount payable will be:

- Residential - Two (2) times the reconnection fee.
- Commercial - Five (5) times the customer charge

Guaranteed Standards claim forms are available at all JPS offices and on the company's website [www.jpSCO.com]. They can also be found on the OUR's website [www.our.org.jm].

Once you have filled out the form, ensure that it is signed by a customer service representative and that you receive a receipt. Credit will be applied to your JPS account within one (1) billing period after the claim is received, reviewed and approved.

This credit will be reflected on your bill as "Breach - Guaranteed Standard". If your bill does not reflect the credit, contact your parish office for further information.

WHO WE ARE

The Office of Utilities Regulation Act of 1995 established the Office of Utilities Regulation ('the Office'/OUR) as a body corporate. Under the Act, the OUR is charged with the responsibility of regulating the provision of utility services in the following sectors:

ELECTRICITY

TELECOMMUNICATIONS

WATER & SEWERAGE

WHAT WE DO

- Ensure that consumers of utility services enjoy an acceptable quality of service at a reasonable cost.
- Establish and maintain transparent, consistent and objective rules for the regulation of utility service providers.
- Promote the long-term efficient provision of utility services for national development consistent with Government policy.
- Provide an avenue of appeal for consumers who have grievances with the utility service providers.
- Work with other related agencies in the promotion of a sustainable environment.
- Act independently and impartially.

OUR CONTACT & FEEDBACK

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/officeofutilitiesregulation @theOURja

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OUR

OFFICE OF UTILITIES REGULATION



APPROVED

JPS
GUARANTEED

STANDARDS FOR 2014-2019



REGULATING UTILITIES FOR THE BENEFIT OF ALL

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JPS GUARANTEED STANDARDS 2014-2019

CODE	FOCUS	DESCRIPTION	PERFORMANCE MEASURE
EGS 1	Access	Connection to Supply - New & Simple Installations	New service installations within five (5) working days after establishment of contract, includes connection to RAMI system. Automatic Compensation
EGS 2(a)	Access	Complex Connection to Supply	From 30m to 100m of existing distribution line: (i) Estimate within ten (10) working days; (ii) Connection within thirty (30) working days after payment. Automatic Compensation
EGS 2(b)	Access	Complex Connection to Supply	From 101m to 250m of existing distribution line: (i) Estimate within fifteen (15) working days; (ii) Connection within forty (40) working days after payment. Automatic Compensation
EGS 3	Response to Emergency	Response to Emergency	Response to Emergency calls within five (5) hours – emergencies defined as: broken wires, broken poles, fires. Claim
EGS 4	First Bill	Issue of First Bill	Produce and dispatch first bill within forty (40) working days after service connection. Automatic Compensation
EGS 5(a)	Complaints/ Queries	Acknowledgements	Acknowledge written queries within five (5) working days. Automatic Compensation
EGS 5(b)	Complaints/ Queries	Investigations	Complete investigations and respond to customer within thirty (30) working days. Where investigations involve a 3rd party, same is to be completed within sixty (60) working days. Automatic Compensation
EGS 6	Reconnection	Reconnection after Payments of Overdue Amounts	Reconnection within twenty-four (24) hours of payment of overdue amount and reconnection fee. Automatic Compensation
EGS 7	Estimated Bills	Frequency of Meter Reading	Should NOT be more than two (2) consecutive estimated bills (where company has access to meter). Automatic Compensation
EGS 8	Estimation of Consumption	Method of Estimating Consumption	An estimated bill should be based on the average of the last three (3) actual readings. Automatic Compensation
EGS 9	Meter Replacement	Timeliness of Meter Replacement	Maximum of twenty (20) working days to replace meter after detection of fault which is not due to tampering by the customer. Automatic Compensation
EGS 10	Billing Adjustments	Timeliness of Adjustment to Customer's Account	Where it becomes necessary, customer must be billed for adjustment within three (3) months of identification of error, or subsequent to replacement of faulty meter. Automatic Compensation
EGS 11	Disconnection	Wrongful Disconnection	Where the company disconnects a supply that has no overdue amount or is currently under investigation by the OUR or the company and only the disputed amount is in arrears. Automatic & Special Compensation
EGS 12	Reconnection	Reconnection after Wrongful Disconnection	The company must restore a supply it wrongfully disconnects within five (5) hours. Automatic & Special Compensation
EGS 13	Meter	Meter Change	JPS must notify customers of a meter change within one (1) billing period of the change. The notification must include: the date of the change, the meter readings at the time of change, reason for change and serial number of new meter. Automatic Compensation
EGS 14	Compensation	Making Compensatory Payments	Accounts should be credited within one (1) billing period of verification of breach. Automatic Compensation
EGS 15	Service Disruption	Transitioning Existing Customers to RAMI System	Where all requirements have been satisfied on the part of the company and the customer, service to existing JPS customers must not be disrupted for more than three (3) hours to facilitate transition to the RAMI system. Automatic Compensation

Customers must submit claims to the utility provider within 132 working days.

OFFICE OF UTILITIES REGULATION *"Regulating Utilities For The Benefit Of All."*