

**OUR**  
**OFFICE OF UTILITIES REGULATION**

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*Regulating Utilities for the Benefit of All*

**Media Release**

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***“OUR completes Terms of Reference for JPS investigation”***

The Office of Utilities Regulation (OUR) has now completed the terms of reference for its recently announced investigation of JPS’ billing and metering issues. Among the issues to be examined are:

1. the legitimacy of the high consumption billing complaints following the replacement of old (electromechanical) meters with new “digital” meters;
2. the process that JPS has followed in effecting the changeover of the meters;
3. the appropriateness of JPS’ current Back Billing Policies and Procedures;

Pursuant to its functions under section 4(1) of the Office of Utilities Regulation Act, the OUR has written to the Jamaica Public Service Company requesting an initial set of data as part of the investigation. In a meeting with the regulator last week, the JPS CEO Damian Obiglio assured the OUR of his company’s full cooperation in this investigation

The team leader is to be appointed shortly and that team leader will then select a team to assist in the investigative process. The OUR expects to complete this investigation by October 07, make public its findings and take the necessary action.

The Terms of Reference are available on the OUR’s website at [www.our.org.jm](http://www.our.org.jm)

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