

MEDIA RELEASE

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OUR Conducts Audit on the service quality indices (Q-Factor) for the electricity provider

The Office of Utilities Regulation will today commence an audit of the performance indicators and data collection procedures and methods used by the Jamaica Public Service Company Limited (JPS) to calculate service quality indices.

The information from the audit will be used as the basis to determine the future service quality performance of the company. The service quality or Q-factor indices measure the types, frequency and duration of outages. It also indicates the number of customers that are affected by outages.

To facilitate a smooth flow of information, JPS has been requested to provide access to its records and relevant information requested by the OUR and its agents, pursuant to Condition 8, Paragraph 7 of the Amended and Restated All Island Electric Licence 2011, which provides that:

“The Office and its agents shall be entitled...to attend at any premises from time to time owned or occupied by or in the possession of the Licensee for the purpose of inspecting any books, records and accounts of the Licensee to which this Licence relates and the Licensee shall fully co-operate and assist the Office for such purposes...”

Consulting firm KEMA Incorporated, from the United States, has been engaged to conduct the audit which is scheduled to be completed within the next eight to twelve weeks.

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