

The REGULATOR

Newsletter of the Office of Utilities Regulation

Vol. 5, No. 9 July - December 2007



Special Edition

The Future is Now

Excerpts of the speech delivered by the Most Hon. Edward Seaga, ON, PC, Distinguished Fellow, University of the West Indies, at the OUR's 10th Anniversary Staff Awards Dinner on June 7, 2007.

"It must be within man's genius that he who has explored the cosmos, walked the moon and sent probes to the limits of our solar system should also have the capacity to place within a neighbourhood home the technology to cook food, heat water, provide cool air, refrigerate perishables, light the darkness and provide entertainment, using our source of atomic energy, the sun."

Mr. Seaga told the almost two hundred guests at the Mona Visitors Lodge, that this cannot be a matter of if; it must be when. He asked whether the genius is the person who can mobilize the robot on Mars, taking pictures and digging samples of rocks or the one who can suffice the needs of neighbourhood homes and factories?

The former Prime Minister said he focused on the sun because it was ubiquitous, as opposed to wind, water, wood and waste which are all restricted to particular local or regional locations for purposes of generating electrical power needs.

He said the power of the sun is available everywhere and is an inexhaustible resource that can be within the reach of all mankind.

Mr. Seaga noted that although solar power commercially could cost up to five million dollars per megawatt compared to conventional oil fuelled plans which require one million dollars per megawatt, the operating costs are about a third lower at two cents per kilowatt hour.

The Distinguished Fellow said our vision must be to create a settled environment of an affordable supply for the most vital utility in the life of civilized man, electricity, and to offer to those who have not yet enjoyed the utilization and comfort of an energy charged society, the chance to experience new lifestyles with better prospects for the future.

He noted that the genesis of the OUR was in an era of privatization, where there would no longer be a fear by private investors that politically motivated decisions would put investment at risk.

Mr. Seaga also commended the Director General and staff for their success in holding the delicate balance of interests in place, that of the Government, the consumers and the investors.

The full text/speech (audio visual) is available on our website at www.our.org.jm



Scenes from OUR's 10th Anniversary Staff Awards Dinner



(From left) J. Paul Morgan, Director General, greets the Most Hon. Edward Seaga and Mrs. Seaga



David Geddes, Director-Consumer & Public Affairs (Right), in discussion with Digicel Executives

Also Inside This Issue

- OUR \$100,000 Bursary for a UWI Student
- New Staff Appointments
- Energy Tips
- Panel Discussion: Experts review the role of Utility Regulation



Mrs. Carolyn B. Young (OUR's first employee) in lively banter with the Director General

"Regulating Utilities for the Benefit of All"

The REGULATOR

MEMBERS OF THE OFFICE



J. Paul Morgan
Director General/Chairman



Raymond Silvera
Deputy Director General

SENIOR MANAGERS



David Geddes
Director, Consumer and Public Affairs



Maurice Charvis
Sr. Director, Policy and Regulation



George Wilson
General Counsel



Ansord Hewitt
Secretary to the Office



Carolyn Young-Scott
Director Administration/HR



Brian Sale
Financial Controller

EDITORIAL TEAM

David Geddes . Audley McCarthy . Marsha Minott

GRAPHIC DESIGN & LAYOUT

Dynamic Images

OUR's Objectives

- To ensure that consumers of utility services enjoy an acceptable quality of service at reasonable cost.
- To establish and maintain transparent, consistent and objective rules for the regulation of utility service providers.
- To promote the long-term efficient provision of utility services for national development consistent with Government policy.
- To provide an avenue of appeal for consumers who have grievances with the utility service providers.
- To work with other related agencies in the promotion of a sustainable environment.
- To act independently and impartially.

New Staff Appointments

Director General, J. Paul Morgan, announced the following new appointments effective April 1, 2007:



Ansord Hewitt
Secretary to the Office

Mr. Hewitt will report directly to the Director General with responsibility for coordinating and streamlining the decision-making process of the Office.



Maurice Charvis
Senior Director, Regulation & Policy

Mr. Charvis will report directly to the Director General. He is responsible for developing, maintaining and deploying the technical competencies of the OUR.



Curtis Robinson
Chief, Numbering Administration & Technical Support

Mr. Robinson will oversee and manage the technical and administrative functions and policy implementation relating to the efficient utilization of numbering resources.



Marie Lyn James
Chief, Water & Transportation Regulation

Ms. James will have responsibility for the supervision of the Office's functions relating to the Water and Transportation sectors.



Patrick K. Williams
Chief, Telecommunications Markets

Mr. Williams will have responsibility for the supervision of the Office's functions relating to the Telecommunications Market.



Richard Brown
Chief, Electricity Regulation

Mr. Brown will have responsibility for the supervision of the Office's functions relating to the Electricity sector.

We congratulate these officers, all of whom have had long distinguished careers with the OUR, and wish them success in their new positions.

Know Your RIGHTS!

Listen to Ask the OUR every week.

Power 106 FM	- Monday	@ 9:00am
RJR 94 FM	- Monday	@ 12:15pm
Nationwide News Network	- Tuesday	@ 7:10pm
Vybz FM (Westmoreland)	- Wednesday	@ 1:00pm
Hot 102 FM	- Thursday	@ 10:30am
Love 101FM	- Saturday	@ 8:35am

We invite consumers to submit questions. If your question is published in the Regulator, we will send you a promotional prize.

The REGULATOR

OUR \$100,000 Bursary for a UWI Student



Director General, J. Paul Morgan, has announced a \$100,000 Post Graduate Bursary for a student at the University of the West Indies (UWI).

Speaking at a recent Panel Discussion on Wednesday, June 6, 2007 under the theme *'The Role of Regulation in National Development'* - which formed part of the activities to mark OUR's Tenth Anniversary - Mr. Morgan indicated that the bursary would be applicable to students pursuing courses in Economics, Law or Engineering.

He further noted that the bursary was in commemoration of our Tenth Anniversary and eligible applicants would be from the fields of Economics and Law pursuing research in *utilities regulation*; and from Engineering pursuing research in *power system planning*. The bursary is open to students from all three UWI campuses.

Mr. Morgan explained that, while OUR will provide the general criteria; UWI would be responsible for managing the selection process and administering the award.

The bursary will be available for the September 2007 academic year.

Panel Discussion

The Panel Discussion was held at the Undercroft, University of the West Indies (UWI), Mona.

The panelists - a slate of local, regional and international experts - included Mr. Justice Hugh Small (Jamaica), Professor Dennis Pantin (Trinidad & Tobago) **Regulated Industry Commission**, The Hon. Robert Clayton III (Missouri, USA) **Public Utilities Commission**, Mr. Geoffrey Myers (United Kingdom) **Ofcom** and Mrs. Rita Persuad Kong, Secretary General of the Organization of Caribbean Utility Regulators (OCCUR). Dr. the Hon. Carlton Davis, Cabinet Secretary, Jamaica, was the Moderator.

The public was invited and interested persons may view the edited audio visual version of the Panel Discussion on our website at www.our.org.jm or contact our Public Education Unit for additional information.



Scenes from Panel Discussion



Participants in the OUR Panel Discussion (from left) Mr. Geoffrey Myers, Professor Dennis Pantin, Mrs. Rita Persuad Kong, Robert Clayton III and Mr. Justice Hugh Small

Energy Tips

If you cook using electricity, turn off the burners on your stove several minutes before completing the allotted cooking time.

For lighting, use Compact Fluorescent bulbs instead of regular (incandescent) bulbs. These bulbs last ten times longer and give the same amount of light, yet only use a quarter of the energy when compared with incandescent bulbs.



DID YOU KNOW

Faulty meters tend to slow down rather than speed up, thereby indicating lower energy consumption.

Congratulations to all our 5 Year and 10 Year Award Recipients

Ten Years

- Ingrid Brown
- Maurice Charvis
- Venetia Cooke
- Clara Johnson
- Shirley Stewart
- Ainsley Williams
- Carolyn B. Young

Five Years

- Nova Barnett
- Richard Brown
- Garfield Bryan
- Lorna Ferguson - Townsend
- David Geddes
- Ansord Hewitt
- Marie Lyn James
- Curtis Robinson
- Brian Sale
- Eileen Salmon
- Donovan Smith
- Patrick Williams



Brian Sale, Financial Controller, was unable to attend the Staff Awards Dinner and the Director General, J. Paul Morgan, was pleased to present him with his Award at the earliest opportunity.

The REGULATOR

FIND A WORD

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| 1. Telecommunication | 10. Water |
| 2. Regulation | 11. Investigation |
| 3. Utilities | 12. Standards |
| 4. Energy | 13. Complaints |
| 5. Conservation | 14. Consultations |
| 6. Tariff | 15. Transportation |
| 7. Fuel | 16. Sewerage |
| 8. Meters | 17. Electricity |
| 9. Broadband | 18. Consumers |

The Solution will be printed in our next edition and is available on our website at www.our.org.jm.

Poster Competition winners



Natalia Surgeon, Winner (9-13 Category) accepts her award from Director General, J. Paul Morgan



Ruschane Hoffstead, Merit Award Winner (9-13 Category) accepts his award from Director General, J. Paul Morgan



Stephanie Channer, Winner (14-18 Category) accepts her award from Director General, J. Paul Morgan



Brian Montique, Merit Award Winner (14-18 Category) accepts his award from Director General, J. Paul Morgan

If you have received unsatisfactory service from a utility company (electricity, water, telephone), you may be entitled to a compensatory payment from the respective company. Contact the Consumer and Public Affairs Department of the OUR or fill out a complaint form available at post offices islandwide.

If you have questions about the role of The OUR or would like us to speak at any Community, Church or Citizens Association meetings. Contact: Audley McCarthy - Public Education Officer. 3rd Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10. Toll Free: 1888-Call OUR (2255-687). Email: amccarthy@our.org.jm



OURIC

The OUR Information Centre

The OUR Information Centre (OURIC) is the premier library of its kind in the Caribbean and hosts an extensive collection on utility regulation, as well as an impressive Law Collection. OURIC is open to the public between 8:30 a.m. and 5:00 p.m. (Mondays – Fridays).

“Knowledge is of two kinds. We know a subject ourselves or we know where we can find information upon it.” - Samuel Jackson

CONTACT:

3rd Floor, PCJ Resource Centre, 36 Trafalgar Road, Kingston 10, Jamaica, W.I.
 Tel: (876) 968-6053-4 . Toll Free: 1888-Call-OUR (2255-687) . Fax: (876) 929-3635.
 E-mail: consumer@our.org.jm . Website address: www.our.org.jm

OUR + Utility Providers + Informed Consumers = Quality Service