



OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All



ISO 9001:2008 Certified

APPEALS PROCESS

The activities of utility companies are guided by the “terms and conditions” of their licence and relevant laws. There might be times, however, when you, the consumer, feel that a particular action by a utility company might have been in breach of the utility’s “terms and conditions”. Under those circumstances, the OUR is an avenue for redress through our Appeals Process.

The OUR protects utility consumers through the functions of the Consumer Affairs Unit (CAU), which is a unit of the Consumer and Public Affairs (CPA) Department. Among other things, the Department receives, records and processes consumer complaints and appeals, monitors trends and provides the Office with advice on measures to be taken to improve service delivery to consumers.

HOW DO I SUBMIT AN APPEAL?

1. **Contact the utility provider** and use their complaints handling process. Bring the matter to the attention of a supervisor or manager if it is not resolved by the customer service representative. The hearing of grievances is a consumer’s right and utilities are obliged to have the issue addressed or clarified.
2. **If the matter is not resolved** to your satisfaction, put it in writing (email/letter). Make sure that the company acknowledges receipt of your written complaint within 5 business days. They should complete their investigation within 30 business days.
3. **If you are still dissatisfied** with the utility’s resolution of your complaint, please write to the OUR (email/letter) and include the utility’s final response to you as well as any other supporting documents (bills, receipts etc.).



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OUR's Appeals Process Service Standards

APPEALS PROCESS	How long it takes (Working Days)
Acknowledge Correspondence and Assign Appeal	2
Case Letter preparation & dispatch	5
Response from service provider	30
Review of Service Provider Response	10
Follow-up Case Letter where necessary	0
Receive Provider's Response to F/U Case Letter	5
Review of Provider's Response to F/U Case Letter	5
Final Letter Preparation	5
Review Draft Final Letter	2
Dispatch Final Letter	1
TOTAL	65

Special Appeals relate to those matters which require consultation outside of the Consumer Affairs Unit. As such, an additional twenty (20) working days is added. This means that the completion timeline is eighty five (85) working days for Special Appeals. Customers are advised of the completion timeline for general and Special Appeals.

WHAT WE MEAN:

APPEAL: Any contact where the utility company has completed an investigation into a customer's complaint, the customer remains dissatisfied with the outcome and writes to the OUR asking for an independent investigation of the matter.

COMPLAINT: Any contact expressing dissatisfaction with the handling of a complaint by the utility company and to which the OUR takes steps to resolve without conducting a formal investigation.

CUSTOMER CONTACT: Any contact made to the OUR to register an appeal, inquiry, opinion, etc. Contact can be made through the telephone, post, electronic channels (emails, website, and social media page) and visits.