



OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

The OUR recognises the potential threat to all Jamaicans caused by the spread of the Coronavirus (COVID-19). Despite the current circumstances we remain committed to help all utility consumers who have urgent complaints or who wish to use our Appeals Process.

Our office remains open but we are limiting unnecessary traffic through our workspace. We value the health and well-being of our staff and visitors and as such effective immediately and until further notice, we will not be accepting visitors. We are encouraging utility consumers to contact us by telephone, via social media or e-mail.

Let us all remain positive and responsible in our response to this crisis. We will get through this together and be stronger. The OUR wishes everyone the best during this difficult time.

Call: 876-968-6053 Toll Free: 888-CALL-OUR (2255-687)

Email us at: consumer@our.org.jm



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