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OFFICE OF UTILITIES REGULATION INFORMATION CENTRE

OURIC collects, organises, preserves, promotes and provides access to intellectual content, created by our expert team at the Office of Utilities Regulation (OUR). Our wide-ranging Collection features Regulatory Decisions dating back to 1997, and documents that are all relevant to the electricity, telecommunications and water and sewerage sectors which the OUR regulates. Our Collection is the only one of its kind in the Caribbean. Check us out!

Tariff Applications 1.



Tariff Applications are requests submitted by public utility companies when seeking to have a review of their rate structure (rate review).

Consultation Documents 2.



Consultation Documents are public discussion papers in which the OUR:

- brings to the public attention important issues relating to utilities regulation;
- puts forward options and/or proposals as to the approach to adopt in dealing with these issues and to seek to resolve them in the best interests of consumers and the society at large, and invites comments from the general public and from other interested stakeholders such as service providers, businesses, professionals and academics.

Jamaica National Numbering Plan 3.



The Jamaica National Numbering Plan devises rules that ensures fair and equitable access to telecommunication numbers by carriers and service providers in Jamaica.

4. Directives



Directives are mandatory instruments issued by the OUR specifying the manner in which matters must be dealt with by utilities.

5. Determination Notices/Decisions



A Determination Notice outlines a definitive decision, opinion or conclusion prepared and issued by the OUR on a matter such as a response to a request for a rate review by a public utility. The document presents the legal authority for the OUR's decisions on the matter as the independent regulator. (Decisions are usually made based on consultations, discussions and best practices).

6. Quality of Service Standards



Quality of Service (QoS) Standards are a set of Overall and Guaranteed Standards developed by the OUR to ensure that the providers of electricity, water and telecommunications services deliver a certain value to consumers. The OUR regulates the services of utility service providers, prescribing minimum standards in relation to utility services. Overall and Guaranteed Standards serve as a guide to service delivery and motivate the service providers to strive for continuous improvements in service to consumers.