



OUR

Office of Utilities Regulation
Regulating Utilities For The Benefit Of All



LIME's Decision Creates Uptick



For the October to December 2014 quarter, the number of contacts to the Consumer Affairs Unit (CAU) totalled seven hundred and fifty-nine (759). This represents the highest number of contacts received when compared with previous quarters during 2014.

The increase in contacts for the review period can be attributed to an uptick in the number of contacts relating to services provided to customers of telecommunications provider LIME, when compared to the preceding quarter. Contacts in relation to the JPS and the NWC also increased.

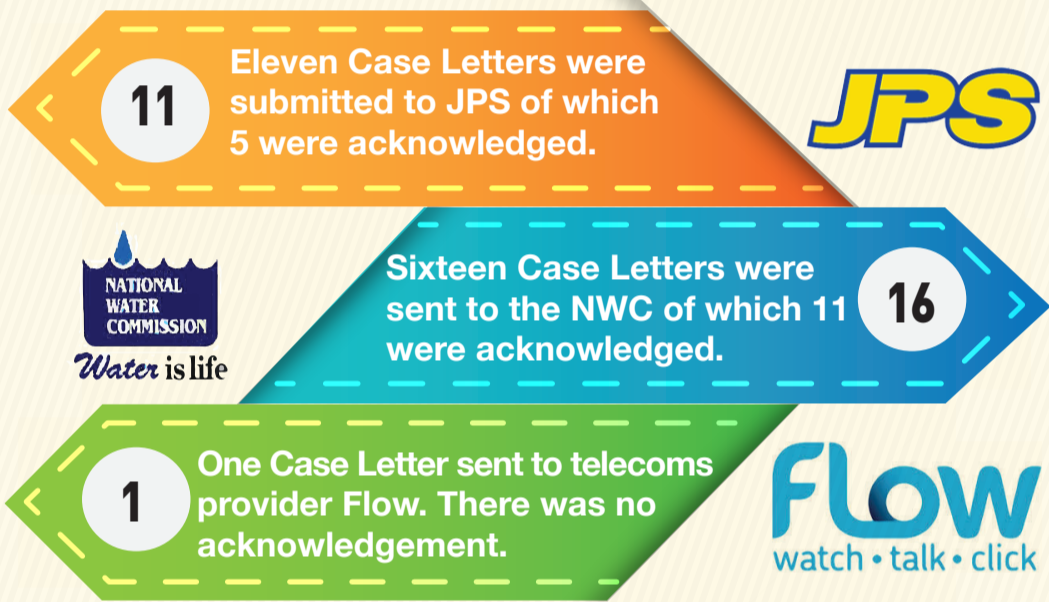
The noticeable increase in customer contact was as a result of LIME's decision to introduce a charge for the preparation and delivery of paper bills. LIME advised that this move was in an effort to encourage customers to opt for receiving bills by email, which in its view was a more environmentally friendly choice. Following the general public outcry, the OUR held a meeting with LIME representatives which resulted in the company postponing the implementation date for the paper bill charge from January 1, 2015. The OUR is continuing its discussions with LIME regarding the validity and reasonableness of the proposed charge.

Throughout the past year, the JPS, at nearly 44%, was the most complained about utility service provider. NWC, LIME and Digicel followed with 30%, 15% and 7% of contacts respectively. Contacts relating to all other service providers were 1% or less.

CONSUMER QUARTERLY REPORT

OCTOBER-DECEMBER 2014

UTILITIES' ACKNOWLEDGMENT RATE UP



The Quarterly Performance Report is collated by the Consumer Affairs Unit of the O.U.R. It is used to monitor the performance of all service providers. The Report is in keeping with the mutual commitment of the OUR and service providers to ensure that consumers of utility services enjoy an acceptable quality of service at a reasonable cost as well as our aim to improve the efficiency of service delivery of utility providers.

Over the last quarter (October-December) twenty-eight (28) requests for information were sent from the Consumer and Public Affairs Department in the form of Case Letters to the respective service providers regarding customers' appeals. Of these requests, eleven (11) were submitted to JPS for which five (5) acknowledgements, (45%), were received within the agreed five business day timeline. Sixteen (16) Case Letters were sent to the NWC of which 11 (or 69%) were acknowledged; with only one acknowledgement being outside of the aforementioned agreed timeline. One Case Letter was sent to telecoms provider Flow for which there was no acknowledgement.

The number of acknowledgements received from both the JPS and the NWC has improved significantly.

GUARANTEED STANDARDS

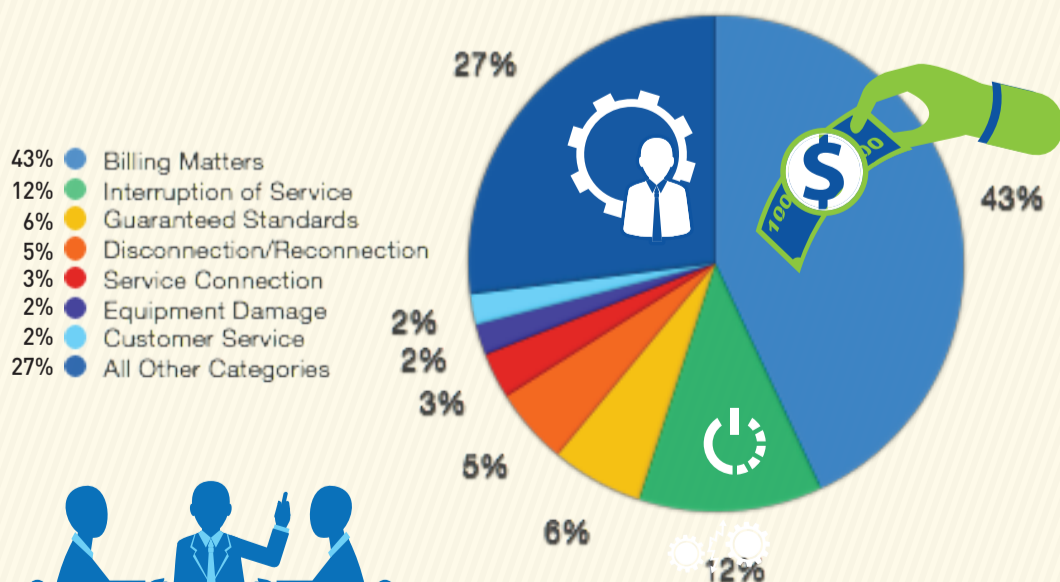
Contacts in relation to alleged breaches of the Guaranteed Standards by the JPS and the NWC amounted to forty-two (42), which represents six percent (6%) of total contacts received during the review period. JPS accounted for 4% of the contacts while the remaining 2% were for the NWC.

The highest number of contacts in relation to perceived Guaranteed Standards breaches for JPS related to Wrongful Disconnection. The other alleged breaches most complained about were Connection to Supply, Metering and Response to Complaints.

In the case of the NWC, the greatest number of contacts in relation to alleged breaches related to Metering and Response to Complaints.

The reports from the JPS and the NWC on their performance on the Guaranteed Standards for the review period were not received at the time of compiling this report. JPS has advised however that its ability to track and report on its compliance with the standards has been impaired by the process to upgrade its Customer Information System. However, no explanation has been proffered by the NWC for its delay in submitting the report.

MAIN CUSTOMER CONCERNS



REACHING OUT. INFORMING. CONNECTING.

CALLING ALL RESIDENTS OF HANOVER AND WESTMORELAND

Digicel Flow JPS LIME

EVENT	LOCATION	TIME	DATE
Outreach for students, teachers, parents and youth club members.	Grange Hill High School, Westmoreland	11 a.m. – 1 p.m.	Wednesday March 11
Parish Connection Expo (Free - Open to the public) Utilities attending: JPS, LIME, FLOW, NWC, Digicel and consumer advocacy groups: CACU and CAC.	Sean Lavery Faith Centre, Savanna-la-mar	10 a.m. – 5 p.m.	Thursday March 12
Town Hall Meeting (Free - Open to the public) Utilities attending: JPS, LIME, FLOW, NWC, Digicel and consumer advocacy groups: CACU and CAC.	Sean Lavery Faith Centre, Savanna-la-mar	6 p.m. – 8 p.m.	Thursday March 12

CONSUMER COMPENSATION

Credits/Compensation JANUARY-DECEMBER 2014

\$23,666,071.13

Applied Credit/Other JPS 85%

Applied Credit/Other NWC 15%

For the year 2014, \$23,666,071.13 was secured for utility customers as a result of investigation into their appeals. The percentage share of credits by service providers were 85% for JPS and 15% for NWC. While monies, in the form of credits, were secured for customers of Digicel and LIME, their percentage share was less than one percent. For the quarter (Oct-Dec.) \$3,991,863.74 was secured.