



Regulating Utilities for the Benefit of All

FOR IMMEDIATE RELEASE

OUR Responds to MSET's Request to conduct JPS Billing Audit

(KINGSTON, Jamaica; 2020 June 23): The Office of Utilities Regulation (OUR) has responded to the Minister of Science, Energy and Technology, Mrs. Fayval Williams', request on 2020 June 18, to conduct an audit into customer complaints of high electricity bills received from the Jamaica Public Service Company Limited (JPS).

In a response letter dated 2020 June 19, the OUR noted that prior to the receipt of the formal request from the Minister, it had already initiated an investigation from 2020 April, which was prompted by a sharp uptick in complaints of high electricity high bills.

However, given the increasing number of complaints since the investigation was launched, and the Minister's request, the OUR has taken a decision to expand the scope of its investigation.

The OUR will continue to keep the public updated on this matter.

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