



**joins in celebrating
World Consumer Rights Day**



An Informed Consumer is a Powerful One!

Get to know the **Guaranteed Standards for JPS, NWC and small water providers**. These are basic service standards which, if breached, attract compensation to affected customers.

Guaranteed Standards include:

- **The number of consecutive estimated bills you should receive.**
- **How your estimated bill should be calculated.**
- **How long it should take for:**
 - **Reconnection**
 - **Connection of new supply**
 - **Completing investigations**
 - **Changing meters and,**
 - **Adjusting an account after an error is identified.**

Find copies of the **Guaranteed Standards** on our website:
www.our.org.jm



36 Trafalgar Road
Kingston 10

Tel: 876-968-6053

Toll-Free from Landlines: 888 - CALL - OUR or 888 - 2255 - 687



@TheOURja



www.our.org.jm