



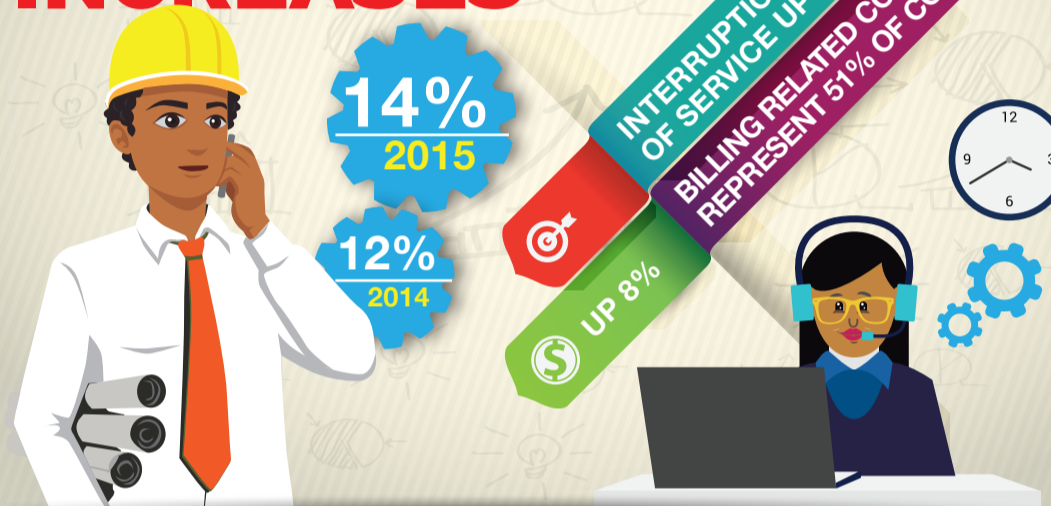
OUR

Office of Utilities Regulation
Regulating Utilities For The Benefit Of All

QUARTERLY CONSUMER REPORT

JANUARY - MARCH 2015

SERVICE INTERRUPTION CONTACTS INCREASES



Over the last quarter (January to March 2015) service interruption was one of the top reasons for complaints from Jamaican utility consumers who made contact with the Office of Utilities Regulation's Consumer Affairs Unit (CAU). When a customer's supply of service is disrupted it is recorded as service interruption.

Our latest report shows that contacts relating to interruption of service increased by two percentage points to 14% from the 12% received in the preceding quarter. Telecommunications provider LIME continued to account for the greatest share of service interruption related contacts at 9%, which is a three percentage point increase over the previous period. JPS, NWC, and the other telecommunications providers each had a share of 2% or less of the remainder of the service interruption contacts.

BILLING

Billing related matters which includes: adjustments that were applied to customers' accounts, high consumption, retroactive billing, disputed charges and estimated billing are still top of the list for contacts to the unit. These complaints represent fifty-one percent (51%) of total contacts, and an eight percent (8%) increase in similar contacts when compared with the previous reporting period.

For JPS and NWC, contacts relating to billing for each provider represented fifty-nine (59%) and seventy percent (70%) respectively.

For customers of the telecommunications providers, billing related matters represented twenty-one percent (21%), nine percent (9%) and twenty percent (20%) for Digicel, LIME and FLOW respectively.

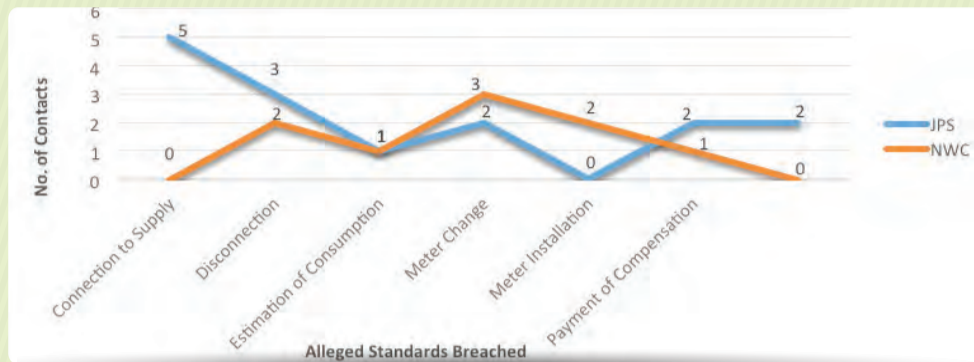
GUARANTEED STANDARDS PERFORMANCE



There were twenty four (24) contacts made to the CAU in relation to alleged breaches of the Guaranteed Standards by the JPS and the NWC. This represents six percent (6%) of total contacts received during the review period. JPS accounted for 4% of the contacts while the remaining 2% was for the NWC.

Figure below shows that the highest number of contacts in relation to perceived Guaranteed Standards breaches for JPS related to Connection to Supply. The other alleged breach most complained about related to Disconnection.

In the case of the NWC, the greatest number of contacts in relation to alleged breaches related to Meter Change and Disconnection.



Utility's Performance on Guaranteed Standards

The NWC's report regarding its performance under the Guaranteed Standards scheme during the review period shows that 849 breaches, with a potential pay-out of approximately \$2.7 million, were committed. Actual payments in relation to these breaches amounted to \$827,228.22, representing 31% of total potential payments. Additionally, of the total pay-outs, 96% was by way of automatic compensation.

The standard recording the highest number of breaches was WGS 4(b) which relates to the NWC's delay in completing investigation or updating customers within 30 working days after receipt of their complaints. This standard accounted for 61% of total breaches.

In relation to the JPS, the company's ability to track and report on its compliance with the standards continues to be hampered by the process to upgrade its Customer Information System. By way of letter dated April 2, 2015, JPS responded to our request for an update on this matter and advised that the company will resume submission of the Guaranteed Standards report as of July 2015. JPS further advised that the July report will include information on the company's performance for the periods: January to March and April to June 2015.

Mode of Contact

The telephone continues to be the method most frequently used by consumers to make contact with the CAU and represented thirty-six (36%) of the total contacts received. Letters and visits accounted for twenty-six percent (26%) and twenty-one percent (21%) respectively. Email accounted for sixteen percent (16%) of contact mode while the remaining 1% of contacts were received via fax.

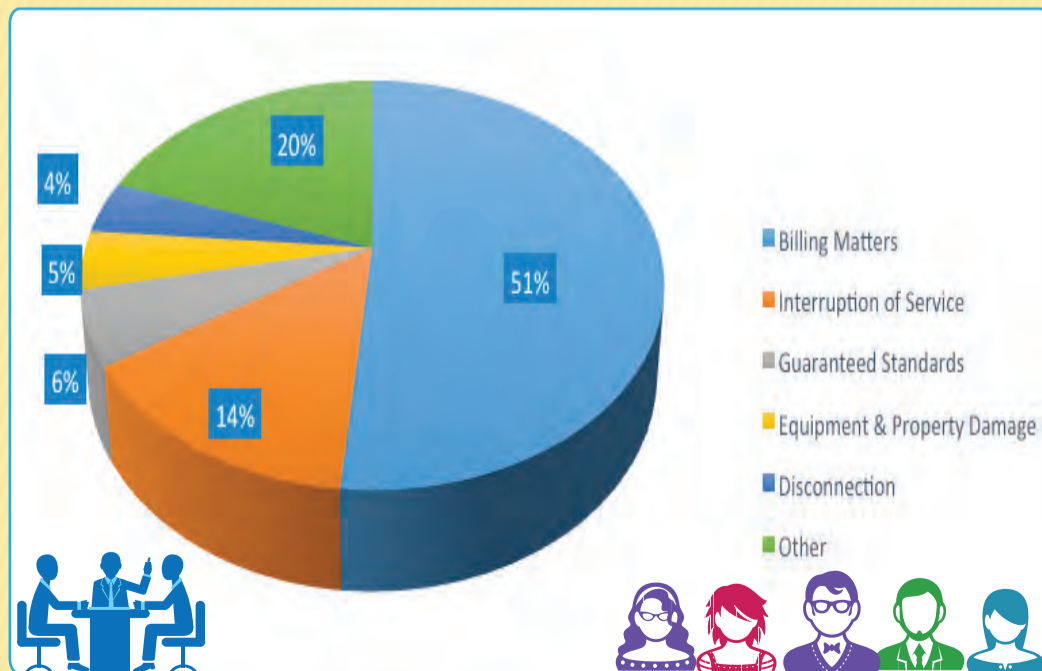
CLOSURES OF APPEALS

Forty-eight (48) appeals were closed during the review period. Fifty-eight percent (58%) of those resolved were in favour of the service provider while twenty-five percent (25%) were in favour of the customer. The remaining seventeen percent (17%) of closed appeals included those that were either outside of the OUR's jurisdiction or were resolved by way of a mutual agreement or compromise. Of the 48 closed appeals, eighty-five percent (85%) were carried forward from previous periods while the remaining fifteen percent (15%) represent appeals that were received and resolved within the established 65 working days period.



MAIN CUSTOMER CONCERNS

The figure below shows that the main reasons for utility customers contacting the CAU related to matters of: Billing, Service Interruption, Guaranteed Standards, Disconnection and Equipment Damage.

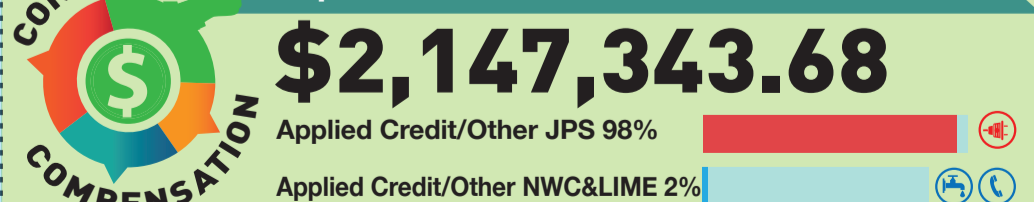


O.U.R. AT WORK



Members of staff of the OUR and their family members reached out to the children at the Belfield Basic School, Belfield, St. Mary for their Labour Day project on Monday, May 25, 2015. The community also benefited from the Consumer and Public Affairs Help Desk. Photos show highlights of the day's activities.

Credits/Compensation JANUARY - MARCH 2015



For the review period, \$2,147,343.68 was secured for utility customers as a result of OUR's investigation into their appeals. Compensation to accounts of JPS customers accounted for ninety-eight (98%) of the amounts paid while NWC and LIME equally shared the remaining 2% of credits.

VISIT OUR WEBSITE FOR THE FULL QUARTERLY REPORT: WWW.OUR.ORG.JM