

INSIDE THE OUR

Office of Utilities Regulation

Regulating Utilities For The Benefit Of All

O.U.R. MOVES TO ASSESS NET BILLING PROGRAMME



The Office of Utilities Regulation (OUR) is moving to assess the implementation of the Jamaica Public Service Company Limited's (JPS) Net Billing Programme. The two (2) year pilot programme was extended as the system peak demand threshold was not met.

The OUR began a review of the pilot programme on January 1, 2015 with technical assistance from the United States Agency for International Development (USAID). As part of its support, USAID contracted National Renewable Energy Laboratory (NREL), a national laboratory of the U.S. Department of Energy's (DOE's) Office of Energy Efficiency and Renewable Energy, to undertake the work.

A review workshop, attended by the major stakeholders, was held last week. The workshop provided a forum for further discussions on the Net Billing programme and presented the findings of the review and the recommendations.

Following a meeting with JPS last week, the OUR advised that after the workshop, a timetable would be prepared and published regarding the completion of the review and the recommencement of acceptance of new applications for the pilot programme. The resumption of the Net Billing Programme would be informed by the results of the review.

In the meantime, JPS said that it would continue to process and interconnect existing applications. As at March 2015, 351 applications were received, 311 of which have been granted licences.

BACKGROUND

Net Billing allows customers of the JPS, who own renewable energy generators, such as wind turbines and photovoltaic (solar) systems and who generate electricity for personal use, to sell excess energy to JPS at the short run variable "avoided cost" prices set by the OUR. The Net Billing policy which is outlined in the "JPS Standard Offer for the Purchase of As-Available Intermittent Energy from Renewable Energy Facilities up to 100kW Revised Determination Notice", stipulates that provision be made for small commercial and residential electricity generation installations with renewable energy sources capacity up to 10kW for residential customers and up to 100kW for small commercial customers.

VISIT OUR WEBSITE AT WWW.OUR.ORG.JM FOR MORE INFORMATION ON NET BILLING.

MAY 2015

JAMAICANS GET READY FOR



NUMBER PORTABILITY

Switch Your Service Provider - Keep Your Number



Photos captured at the Media and Stakeholder Workshop for Number Portability which was held at the Courleigh Hotel on May 13, 2015.



CONSUMER GUIDE

After many months of preparation by the Number Portability Working Group the implementation of number portability will soon become a reality.

Here are a few frequently asked questions to help consumers.

What Is Number Portability?

- ➔ Number Portability (NP) means you can keep your current landline (fixed) or mobile telephone if you decide to change from one service provider (or operator) to another within Jamaica. It allows you to change service providers without having to change your telephone number.
- ➔ So, switching between service providers will mean you will not have to advise your friends, family, colleagues, customers and clients that your number has changed.

What Is Porting?

- ➔ Porting is used to describe the process which moves your number from one service provider to another.

Do I need a new SIM from my new service provider?

- ➔ Yes. Your new service provider will issue a new sim at the time of your request to port.

Will I be able to port my telephone number to a provider in another country?

- ➔ No, a number may only be ported within Jamaica.

Can I port my number when I am overseas?

- ➔ No, a number may only be ported while in Jamaica.

Will number portability also mean that I can switch my landline number to my mobile phone service?

- ➔ No, numbers can only be ported between the same service, so a landline or fixed telephone number can only be ported to another landline service.

Where do I go to port my number?

- ➔ You must go to the retail shop or authorised dealer of your chosen new service provider to request a new telephone service, and tell them that you would like to keep your number.

COSTS

What Will Number Portability Cost Me?

- ➔ Will I need to 'purchase' my number in order to keep it?
- ➔ No.

How Much Will Switching Service Providers Cost Me?

- ➔ There will be no charge by the service provider from which you are porting your number. However, the service provider to which you are porting may impose a charge. Please check with the service provider to which you are porting to ascertain if there is a charge. Whether or not a charge is applied is at the discretion of the individual service providers.

Will there be 'hidden' costs/charges?

- ➔ Not related to porting. However, there may be contractual charges when you end your contract with your current service provider.

Will I pay more for my service?

- ➔ The charges applicable to your service after switching will depend on the terms and conditions of your new service provider. Charges may be different from those of your previous service provider.

Will I incur any penalty for leaving a provider?

- ➔ This may depend on the terms and conditions of your contract with your current service provider. If you have not completed a minimum required term of the contract with your existing service provider you may be required to pay the charges due under the contract.



PARISH CONNECTIONS MOVE TO ST. ELIZABETH

The Office of Utilities Regulation (OUR) rolled into the parish of St. Elizabeth with its Parish Connections outreach series of connecting the utility companies with consumers.

Through Parish Connections, the OUR is putting customers in direct contact with their utility service providers, namely, JPS, NWC, LIME, Digicel, and Flow. Consumer advocacy groups, the Consumer Affairs Commission (CAC) and the Consumer Advisory Committee on Utilities (CACU) are also partnering in this outreach programme.

The OUR and utility companies interacted with students, business interests, farmers and residential customers and meetings held in Black River, Junction, and Malvern, culminating with a Consumer Day expo and Town Hall meeting in Santa Cruz. Here are the pictorial highlights:



Yvonne Nicholson; Director, Consumer and Public Affairs
E-mail: ynicholson@our.org.jm

Tel: 876-968-6053 [/officeofutilitiesregulation](https://www.facebook.com/officeofutilitiesregulation) [@theOURja](https://twitter.com/theOURja) www.our.org.jm

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