

NEWS RELEASE

OUR issues new rates for Can-Cara Customers

(KINGSTON, Jamaica; 2018 January 22): Customers in western Spanish Town, St. Catherine, as well as the Meadows of Irwin community, Montego Bay, St. James, who are serviced by small water provider, Can-Cara Development Limited (CDL), will see a 27% increase in their water rate and 15% in sewerage rate as of February 1. This is as a result of the Office of Utilities Regulation's (OUR) determination following the review of CDL's water and sewerage rates.

The OUR, in arriving at the decisions on the new rates, considered that CDL's proposed rates were all within the existing rates and charges for comparable services offered by the island's primary water utility, the National Water Commission (NWC). Further, the regulator in its review, did not find the proposed rates to be unreasonable and therefore had no objection to the increases. The approved rates are in keeping with the OUR's current practice to grant a non-objection to such rates when proposed by small water and sewerage service providers. CDL's miscellaneous charges which cover a number of connection and reconnection services were also adjusted.

Despite its non-objection to CDL's requested rate increases, the OUR took note of the quality of service issues raised by CDL's customers at the consultation meetings held in 2017 October at western Spanish Town, St. Catherine and Meadows of Irwin, Montego Bay, St. James. As such, OUR has determined, among other things, that:

- CDL is to, within three (3) months submit a comprehensive report on the reason for the nightly service disruptions in Magil Palms, St Catherine. The report is to indicate the measures and timelines within which corrective actions will be taken to resolve the issue(s) causing/resulting in the disruption.
- CDL is to, within three (3) months, develop and submit to the OUR a policy that governs the procedures and schedule for the efficient management of the lift stations at each service location.
- CDL is to, within three (3) months develop and submit to the regulator a documented procedure outlining the activities to be undertaken to disconnect a sewer main. The policy is to also indicate how any material from the disconnection exercise is disposed of, as well as measures to ensure that the work area does not pose a hazard to residents.
- CDL is to, within six (6) months, develop and submit to the OUR a policy which governs the process to repair leaks, replace mains and restore roads that are excavated as a result of such activities.
- CDL is to within three (3) months, develop and submit to the regulator a **Customer Service Charter** outlining its service delivery commitments and customers' rights and responsibilities. This Charter is to also detail the activities and timelines of its complaints handling procedure.

In relation to the minimum standard of quality of service guaranteed to customers, the OUR also determined that the compensation payable for a breach of a Guaranteed Standard is the equivalent of four (4) times the service (fixed) charge, which is \$2,957.12. The Can-Cara Determination Notice is on our website: www.our.org.jm. -30-

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