



**OFFICE OF UTILITIES REGULATION**

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*Regulating Utilities for the Benefit of All*

**FOR IMMEDIATE RELEASE**

**OUR urges customer contact by phone, email and social media**

**(KINGSTON, Jamaica; 2020 March 20):** The Office of Utilities Regulation (OUR), in light of the current threat of Coronavirus (COVID-19), has immediately and until further notice, stopped accepting walk-in customers and is encouraging utility consumers to use the other available means of contacting its Consumer Affairs Unit.

The OUR recognizes the risk to Jamaicans caused by the spread of COVID-19, but remains committed to help all utility consumers and especially those who have complaints which they have already taken to their service providers but are still dissatisfied with the outcome, and those who wish to use our Appeals Process.

Although our office remains open, we have activated our COVID-19 action plan which includes a Work-from-Home initiative, a limit on the number of staff and visitors, and a reduction of face-to-face engagement. Our Consumer Affairs Officers are fully equipped to handle consumer matters from utility customers who email, telephone or use social media to contact us.

Utility consumers are therefore urged to call, email or use our social media platforms to communicate with us as we all continue to deal with this serious challenge.

- **Telephone:** 876-968-6053 or toll-free 888-CALL-OUR
- **Email:** [consumer@our.org.jm](mailto:consumer@our.org.jm)
- **Social Media:** @theOURja on *Facebook, Instagram, and Twitter*

We will continue to assess our plans and be guided by directives and recommendations by the Government of Jamaica.

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