

FOR IMMEDIATE RELEASE

OUR sets rates for Richmond Environmental Services Limited (RESL) Customers

(KINGSTON, Jamaica; 2020 April 09): The Office of Utilities Regulation (OUR) has approved water and sewerage rates to be charged by Richmond Environmental Services Limited (RESL) for residents of Richmond Estates in Llandoverly, St. Ann.

These interim rates were approved on 2020 April 3 and are currently being charged to RESL’s eight hundred and sixteen (816) residential customers. They will be effective for a period of at least twenty-four (24) months.

OUR’s decision on the rates followed a review of RESL’s water and sewerage tariff application submitted on 2019 October 31.

In assessing the reasonableness of RESL’s application, the OUR was guided by its “No Objection Policy”. This policy is based on a principle that if the rates proposed by a small private water or sewerage services provider are below those being charged by the National Water Commission (NWC) for comparable services, the OUR would not object to the implementation of the proposed rates.

Given that RESL’s proposed rates are lower than those of the service providers in the benchmark analysis, the OUR has approved the rates proposed by RESL, as indicated below:

	Block (Litres)	Water	Sewerage
		\$/’000 litres	\$/’000 litres
Service Charge	-	Nil	Nil
Volumetric Rate	0 to 20,000	50.00	25.00
	Over 20,000	87.15	43.58

The OUR also determined that RESL shall meet at a minimum, service standards as set out in Schedule 2 of the utility’s Licences and the Guaranteed Standards contained in Schedule 2 of the Water Supply Licence. The compensation mechanism for a breach of a Guaranteed Standard will be established at the next rate review. Additionally, RESL is to develop and submit a Customer Service Charter for the regulator’s approval, within three (3) months of the effective date of the Determination Notice. This is to ensure that there are clearly defined customer complaints handling procedures. The RESL Determination Notice can be viewed on the OUR’s website: www.our.org.jm. -30-

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