

**FOR IMMEDIATE RELEASE**

## **OUR Heads to Manchester for Parish Connections Outreach Series**

**(KINGSTON, Jamaica; 2015 November 23):** The Office of Utilities Regulation (OUR) will be hosting a series of activities in Manchester this week as part of its **Parish Connections** outreach series.

**Parish Connections** is an island wide public education programme which was launched by the OUR in March 2015, in collaboration with the utility companies it regulates, and the Consumer Affairs Commission.

The primary objectives are to educate consumers on their rights and responsibilities, provide cost saving information and put consumers directly in touch with their utility companies to have any queries addressed. It also provides an opportunity for the utilities to update customers on work being done in their communities and plans to improve services, where applicable.

Through this channel, the OUR facilitates active communication and re-establishes continuing consumer and stakeholder dialogue so that there can be a two-way flow of information on their various concerns.

The OUR has already staged activities in Hanover, Westmoreland and St. Elizabeth.

Between November 25 and 27, there will be several events in Manchester. The OUR will host a large group of secondary level students at the Belair School on Wednesday, November 25, 2015, starting at 11:00 am. Students from over eight high schools in the parish will attend what is being dubbed the Schools' Connection, where the focus will be on telecommunications services. The main speakers will be representatives from the OUR, Digicel and FLOW. The National Water Commission (NWC) and the Consumer Affairs Commission (CAC) will also be on hand to provide valuable information to students and teaching staff.

Two community meetings will be held in the parish during the week: one on Wednesday, November 25 at the Christiana High School in the north, and the other on Thursday, November 26 at the Cross Keys High School in the south. Both meetings start at 5:30 pm. Presentations will be made by representatives of the OUR, the Jamaica Public Service Company Limited (JPS), NWC, Digicel, FLOW and the CAC.

Activities will culminate with a Consumer Expo in the Cecil Charlton Park in Mandeville. Consumers are being encouraged to attend as the utility companies will be on hand to address any queries regarding their bills and service. The OUR will also be setting up a help desk to assist consumers.

The next series of activities will be staged in Clarendon and St. Catherine during the first quarter of 2016.

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