

Media Release

OUR secures millions on behalf of utility customers

(KINGSTON, Jamaica: June 18, 2013): Just over 21-million dollars was credited to the accounts of customers of the National Water Commission, NWC, and the Jamaica Public Service Company, JPS, between June 2012 and May 2013. This as a result of appeals done on utility customers' behalf by the Office of Utilities Regulation, OUR.

The figure secured was \$21,151,759.94 and represents a whopping increase of more than 1,600-percent over the sum secured on behalf of customers during the June 2011-May 2012 period which was \$1,199,097.00. The amount secured was either credited to the customers' utility accounts, or the disputed charges were reversed.

The customers who benefitted had filed appeals with the OUR after being dissatisfied with how the NWC and JPS addressed their complaints.

Coordinator of Consumer Affairs at the OUR, Lorna Ferguson Townsend says this level of compensation for consumers is once again evidence of the OUR executing part of its mandate which is to provide an **avenue of appeal** for consumers who have grievances with the utility companies.


Mrs. Ferguson Townsend also attributes the spike in compensation to customers to the hard work carried out by her team in its quest to thoroughly investigate complaints by utility customers.

“We encourage customers of utility companies to become more vigilant in holding these companies accountable to ensure they get the best service possible,” she adds.

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