



OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

FOR IMMEDIATE RELEASE

OUR Secures Millions in Compensation for Utility Customers

(KINGSTON, Jamaica; November 18, 2013): Over forty seven million dollars has been secured on behalf of utility customers between July and September 2013 as a result of the vigilance of the Office of Utilities Regulation (OUR).

The OUR announced today that \$47,529,528.09 was credited to the accounts of customers of the Jamaica Public Service Company Limited (JPS), the National Water Commission (NWC) and Digicel over the July to September quarter. This resulted from the reversal of charges which were disputed by customers. Of the amount, \$36,651,259.92 was credited to JPS customers' accounts, \$10,848,664.78 to the accounts of customers of the NWC, while some Digicel customers received \$29,603.39 in compensation.

This compares favourably with the preceding quarter (April to June 2013) when \$2,652,309.11 was credited to the accounts of customers from the utility companies. (See detailed breakdown in table below).

JPS	NWC	Digicel	LIME	TOTAL
January to March 2013				
\$1,762,797.05	\$81,544.35	\$1,456.00	\$3,989.25	\$1,849,786.65
April to June 2013				
\$2,625,350.17	\$25,658.94	\$1,300.00	N/A*	\$2,652,309.11
July to September 2013				
\$36,651,259.92	\$10,848,664.78	\$29,603.39	N/A	\$47,529,528.09

*No compensation to LIME customers during the period

Commenting on the significant increase, Director of the Consumer and Public Affairs department of the OUR, Yvonne Grinam Nicholson, said, "This is an unprecedented sum, much of which was as a result of the outcome of our investigations into customers' appeals of amounts that were applied to their

accounts by the JPS and NWC. In the case of JPS, customers' accounts were adjusted following the outcome of investigations for alleged illegal activities, while in the case of the NWC, previously billed high consumption charges were reviewed and were reduced or written-off. The decision of both service providers to credit, reduce or write-off the disputed charges came after much deliberations with the companies and vigilance by the OUR."


Mrs Nicholson continues, "The OUR, through its Consumer Affairs Unit, will continue to be dogged in safeguarding the interests of customers of the utility companies. However, we implore customers to hold these companies more accountable, by knowing your rights as provided for in the Guaranteed Service Standards, and making claims for any breach of these Standards."

The OUR's major objectives include ensuring that consumers of utility services enjoy an acceptable quality of service at reasonable cost as well as providing an avenue of appeal for consumers in their relationship with the utility service providers.

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