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OURIC: The Special Library in the Public's Heart

The Office of Utilities Regulation Information Centre (OURIC) is the only recognized library of its kind in Jamaica, meeting the information needs of both staff members and members of the public. This unique space holds the largest collection of materials on utility regulation and it's available to you. An information hub serving tertiary level students from all faculties, OURIC is open to the public on weekdays from 9:00 am to 3:00 pm, providing timely, accurate and relevant information in a variety of formats to fit your needs. Look out for our online database and our special events and activities in our soon-to-be-published **Calendar of Events**, and of course the **OURIC Factor eNewsletter** is on the web at www.our.org.jm.

So...what are **YOU** waiting for?
We can't wait to serve **YOU!**

JAMAICA TAKES ACTION on Sustainable Development Goals (SDG's)



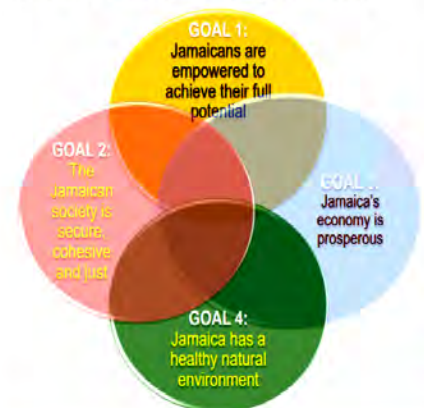
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- SDG Goal #4

Jamaica is committed to achieving the Sustainable Development Goals (SDGs) through attainment of the targets under the Vision 2030 national development plan. The SDGs, also known as the Global Goals, are a universal call to action to end poverty, protect the planet and ensure that all people can enjoy peace and prosperity. These 17 goals build on the successes of the Millennium Development Goals (MDGs), while including new areas such as climate change, economic inequality, innovation, sustainable consumption, peace and justice. Promulgated in 2009, Vision 2030 Jamaica is the strategic road map to guide the country to attain developed country status by 2030. It is designed to make Jamaica the place of choice to live, work, raise

families and do business. The Vision identifies four (4) goals, seen in the diagram below, which are tied to National outcomes that fulfil the SDG 2030 Agenda.

To progress towards the first national goal of empowering Jamaicans to achieve their fullest potential, the focus is on strengthening the outreach efforts of social protection programmes, expanding care services for children and the elderly, implementing non-communicable disease prevention efforts, and addressing the health and psycho-social consequences of violence within communities. *More on page 3*

Goals: Vision 2030 Jamaica



New Coordinator, OURIC



Colleen Mignott
Coordinator, OURIC

On Monday, May 14, 2018 the Office of Utilities Regulation welcomed new Coordinator/Information Officer to the OUR Information Centre OURIC). Colleen Mignott came to the OUR from the Jamaica Library Service (JLS) where she served for fourteen and a half years, first as Librarian at various service points within the JLS, Kingston and St. Andrew Parish Network, then in the last two and a half years as Senior Librarian for the Circulations Department at the JLS Headquarters.

Welcome aboard!

Word Wise

BROADBAND.

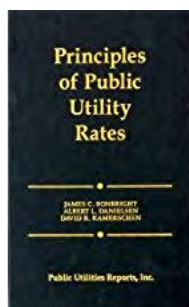
Word Wise examines the word BROADBAND

*In telecommunications, **broadband** is wide bandwidth data transmission which transports multiple signals and traffic types. The medium can be coaxial cable, optical fiber, radio or twisted pair.*



OURIC is opened to the **PUBLIC** on weekdays from 9:00 am to 3:00 pm, offering **Loan, Reference and Information** as well as **Internet Services!**

"CHECK" THEM OUT: HIGHLIGHTS FROM THE COLLECTION



Author : Bonbright, James C. et al
Title: Principles of Public Utility Rates, 2nd ed.
Publisher: Public Utilities Reports Inc.
Shelf Location: 657.838 BON

Grasp regulatory issues and the principles of public utility pricing. Start with basic theory; learn what multiple functions public utility rates are designed to perform; understand the four primary functions rate regulations must perform; examine what constitutes fairness of rates; and wrap it all up with the criteria for judging a sound rate structure.



Author : Hopkin, Paul
Title: Fundamentals of Risk Management: Understanding, Evaluating and Implementing Effective Risk Management, 2nd ed.
Publisher: Kogan Page Ltd.
Shelf Location: 58.15'5 HOP

Now more than ever, organizations must plan response and recognize all forms of risks that they face. Fundamentals of Risk Management, now in its second edition, provides a comprehensive introduction to the subject of commercial and business risk. It examines the key components of risk management and its application with examples to demonstrate its benefit to organisations in the public and private sector. The second edition has been completely updated to take into account the greater influence of ISO 3100, the emergence of Governance Risk and Compliance (GRC) and the wide use of the bowtie method to illustrate risk management. In addition, there is now a chapter on the skills and competencies required by an effective risk manager.



Author : Gallagher, Richard S.
Title: The Customer Service Survival Kit: What to Say to Diffuse Even the Worst Customer Situations 2nd ed.
Publisher: AMACOM
Shelf Location: 658.8'12 HOP

The worst customer situations demand more of front-line employees than good intentions and the right attitude. These kinds of Issues can send seasoned service professionals into red alert, and require the communication skills of a crisis counselor. The Customer Service Survival Kit explains how to use the right words to turn volatile scenarios into calm and productive customer encounters. Anyone can learn this delicate art with the book's blend of clear techniques, lessons from behavioral science, case studies, situation-specific advice, and practice exercises. Discover: the power of leaning into criticism; trigger phrases that can make bad situations worse; the secret to helping people feel deeply heard in a crisis; how to use the divide-and-conquer approach to safely deliver bad news; indispensable problem-solving tools; how to become immune to intimidation; how to wrap up transactions so that customers are happy and more! Learning to handle worst-case scenarios will boost the skills and confidence needed to deal effectively with any customer - the key to radical improvements in every organization.



JAMAICA TAKES ACTION on Sustainable Development Goals

cont'd from page 1

“The SDGs, also known as the Global Goals, are a universal call to action to end poverty, protect the planet and ensure that all people can enjoy peace and prosperity.”

To accelerate progress towards the second goal of a secure and cohesive society, the focus is on strengthening the judiciary and police systems and stimulating education and community environments that help prevent violent behaviour among youth. To move towards a prosperous economy for all supporting MSMEs by establishing inclusive procurement processes strengthening supply chains and encouraging inclusive financing is paramount. And finally, to secure a healthy natural environment, some of the proposed ideas include strengthening the land use management system, building on disaster and climate risk management efforts, strengthening protected areas, enhancing public awareness and improving waste management. How can individuals and organisations get

involved? As individuals we can identify areas in which we can make meaningful contributions to the process. As an organisation, look at SDGs that are directly aligned to your goals and objectives. Below are eight (8) goals and corresponding national outcomes of Vision 2030 that are linked to the OUR's business.

SDG GOAL	Vision 2030 NATIONAL OUTCOMES
4	Enabling business environment/ World Class training
6	A healthy and stable population
6,9	Strong economic Infrastructure
7, 11, 12	Energy security and efficiency
9, 12	Internationally competitive industry structures
6, 7, 12	Sustainable management and use of environmental and natural resources
7, 13	Hazard risk reduction and adaptation to climate change
9, 10, 11	Sustainable urban and rural development

SOURCE <http://statinja.gov.jm/pdf/JamaicaSDGRoadmap.pdf>



SDG/OUR FACTSHEET

SDG Goals aligned to OUR's Business:

- Goal 4: Quality Education
- Goal 6: Clean Water and Sanitation
- Goal 7: Affordable and Clean Energy
- Goal 9: Industry, Innovation and Infrastructure
- Goal 10: Reduced Inequalities
- Goal 11: Sustainable Cities and Communities
- Goal 12: Responsible Consumption and Production
- Goal 13: Climate Action

What Are the SDG's?



Are you actively involved with SDG's? Look at each goal and see how you can get involved.

TECHupdate

Online Public Access Catalogue (OPAC)

RETURNS SOON TO OURIC!!



Are you enjoying the FIFA World Cup 2018 so far?
TEST your WORLD CUP knowledge in 10 questions.

1. Which 3 England players have been shown red cards during World Cup games?
2. Who are the top 3 goal scorers in World Cup history?
3. Which country has Brazil played twice in the World Cup final?
4. Name the oldest player to play in a World Cup match.
5. Name the oldest player to play in the World Cup Final?
6. Which German player played in 5 consecutive World Cups?
7. England won the 1966 World Cup final 4-2 in OT after tying 2-2 in regulation. If the score would have remained a tie after OT what would have happened?
8. Which stadium has been the venue for two World Cup Finals
9. Against whom did Clint Dempsey score his first ever World Cup goal?
10. Who was the first US player to score in multiple World Cups?

Answers will be published in our next issue


What's the OURIC FACTOR?

The idea of *The OURIC Factor* emerged from the X Factor concept, which in itself is almost indefinable.

X Factor:

1. a noteworthy or *indefinable quality* <https://en.wiktionary.org/wiki/>
2. a *hard-to-define quality that makes something special* <https://dictionary.cambridge.org/dictionary>
3. a *quality that has a strong but unpredictable influence* <https://www.merriam-webster.com/dictionary>

That's the Factor we hope you found as you flipped through these pages. We hope that you were deeply engaged and that you experienced just how special this newsletter is, and the entity that it seeks to promote. Continue to make it The OURIC Factor for that indefinable yet informative reading experience. See you next time!

 We're on the Web!
www.our.org.jm

A "Snip" in Time

The old cast iron bridge that spans the Rio Cobre River in Spanish Town was built in 1801 at a cost of four-thousand pounds. It was designed by British Engineer Thomas Wilson and shipped in parts.

Did you know that it is the oldest bridge of its kind in the Western Hemisphere?



Cast Iron Bridge

SOURCE: <https://jis.gov.jm/>

Access Reference and Information Services at
OURIC!



The OUR Collection at OURIC contains **over 400** Publications including, Consultation Documents; Quality of Service Standards; Tariff Applications; Determination Notices & Directives and so much more, all prepared by our team of experts!

WE WANT TO HEAR FROM YOU!

The Office of Utilities Regulation Information Centre (OURIC)
3rd Floor, PCJ Resource Centre
36 Trafalgar Road
Kingston 10
Tel: 876-968-6053
Email: ouric@our.org.jm 