



NOVEMBER 2014

OUR

Office of Utilities Regulation
Regulating Utilities For The Benefit Of All

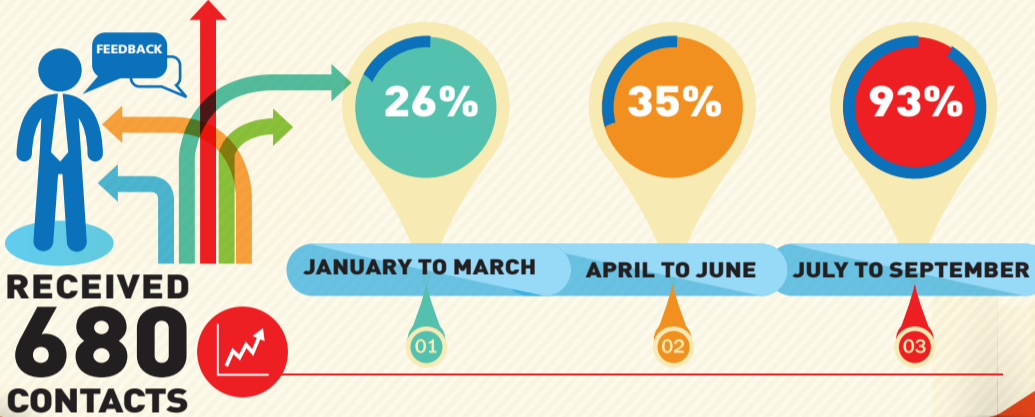
QUARTERLY CONSUMER REPORT

JULY- SEPTEMBER 2014

93% INCREASE

IN COMPLAINTS

ABOUT POOR SERVICE QUALITY



- 33% BILLING MATTERS
- 93% POOR SERVICE QUALITY
- 46% SERVICE INTERRUPTION

During the July to September 2014 quarter, the Consumer Affairs Unit (CAU) received 680 contacts. This represents the highest number of contacts received compared with the January to March and April to June quarters by 26% and 35% respectively. This increase also follows the trend of the highest number of contacts being received in the summer months.

The increase can be attributed to a 33% increase in contacts related to billing matters, a 46% increase in contacts pertained to service interruption and a 93% increase in contacts made to the OUR on poor service quality matters, compared with the preceding quarter.

The Jamaica Public Service Company Ltd. (JPS) and the National Water Commission (NWC) accounted for the greatest level of increase for billing related matters compared with the April to June quarter at 49% and 29% respectively. High consumption and disputed charges were the main billing related complaints.

Digicel and LIME accounted for the greatest increase in contacts relating to service quality issues. The OUR is continuing to monitor and collaborate with the companies with a view to seeing an improvement in the quality of service issues now being experienced.

Utilities' Responsiveness Acknowledgements

Information requests were sent in the form of case letters, to the respective service providers, for the thirty-eight (38) new appeals that were accepted during the period. Eighteen (18) case letters were submitted to both the JPS and the NWC of which five (5) and thirteen (13) were acknowledged. No acknowledgement was received for the one (1) case letter sent to Dynamic Environmental Management Ltd (DEML).

Responses to Case Letters

JPS provided responses to nine (9) of the eighteen case letters that were sent. Of the 9 responses, seven (7) - representing 78% - were received within the agreed timeline of 25 business days. For the NWC, responses were received for four (4) - representing 22% - of the 18 case letters. Three of the 4 responses were received within the agreed 30 working day timeline.

Guaranteed Standards

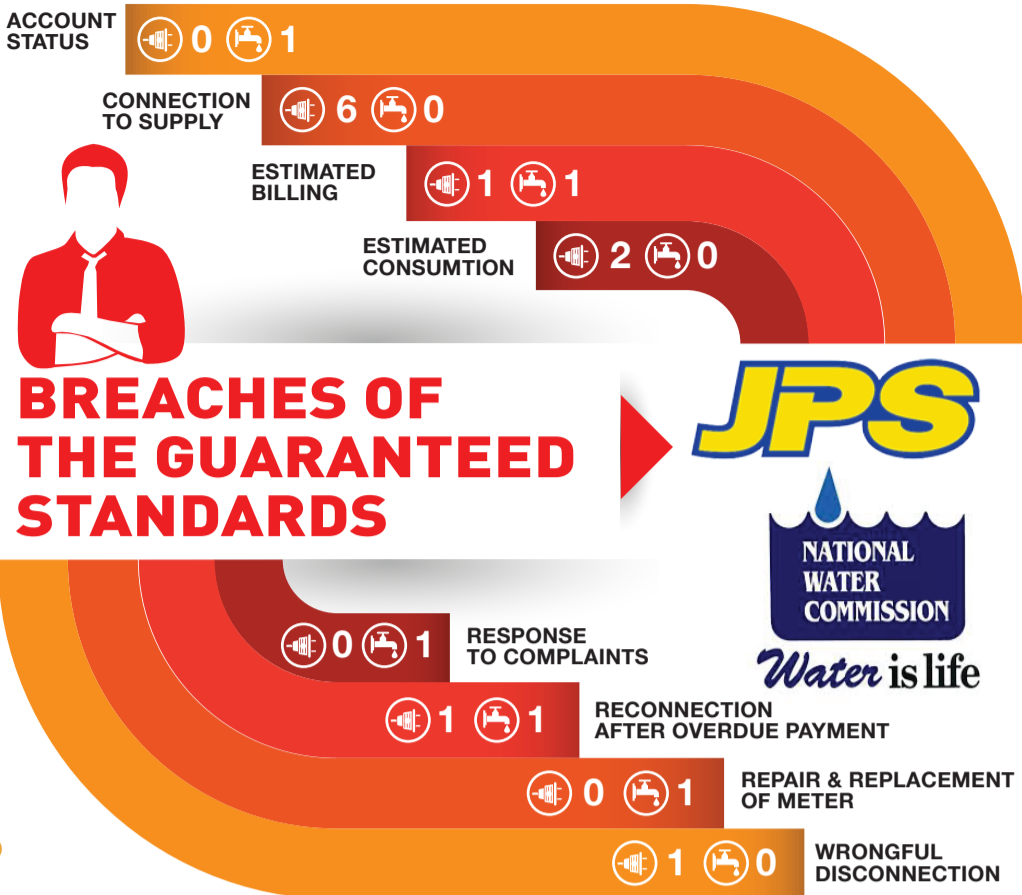
Sixteen contacts were received in relation to alleged breaches of the Guaranteed Standards. JPS accounted for eleven (11) contacts while the remaining five (5) were for the NWC.

For JPS, contacts in relation to perceived Guaranteed Standards breaches related to Connection to Supply, Estimated Billing, Estimation of Consumption, Restoration After Payment of Overdue Amount and Wrongful Disconnection.

For NWC, the areas complained about related to: Account Status, Estimated Billing, Reconnection after Payment of Overdue Amounts, Repair and Replacement of Faulty Meters and Response to Complaints.

The reports from the JPS and the NWC on their performance on the Guaranteed Standards for the review period were not received at the time of writing.

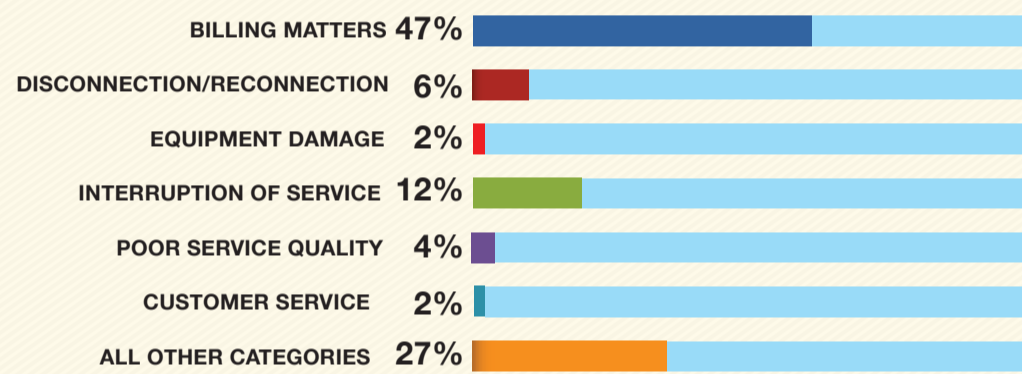
GUARANTEED STANDARDS CONTACT



For JPS, contacts in relation to perceived Guaranteed Standards breaches related to Connection to Supply, Estimated Billing, Estimation of Consumption, Restoration After Payment of Overdue Amount and Wrongful Disconnection.

For NWC, the areas complained about related to: Account Status, Estimated Billing, Reconnection after Payment of Overdue Amounts, Repair and Replacement of Faulty Meters and Response to Complaints.

Main Customer Concerns: The main reasons for contacts to the CAU were: Billing Matters, Service Interruption, Disconnection / Reconnection, Equipment Damage, Poor Service Quality and the service providers' Customer Service practices.



Billing

Similar to the preceding reporting period, issues relating to billing continued to be the main cause for contact and again represented forty-seven percent (47%) of the contacts received.

For JPS and NWC, contact relating to billing represented fifty-five (55%) and sixty-five percent (65%) respectively. These billing related matters included adjustments that were applied to customers' accounts, high consumption, retroactive billings, disputed charges and estimated billing. For customers of the telecommunications providers, billing related matters represented twelve percent (12%), seventeen percent (17%) and twenty-seven percent (27%) of total contacts for Digicel, LIME and FLOW respectively.

Service Interruption

Compared to the previous reporting period, contacts relating to interruption of service showed a one percentage point increase. JPS and LIME accounted for the highest number of service interruption related contacts at 4% each. The NWC accounted for 2% of contacts while the remaining 2% was shared equally between Digicel and DEML.

Poor Quality of Service

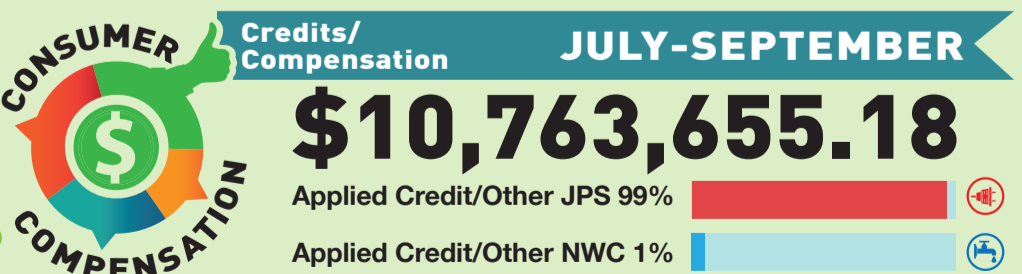
Four percent (4%) of total contacts received related to poor service quality from customers of the JPS, NWC, Digicel, LIME and Decal Wireless. LIME accounted for the highest number of contacts relating to poor quality of service, at 3%.

Equipment Damage

Issues relating to equipment damage accounted for two percent (2%) of total contacts. These contacts also represented six percent (6%) of contacts specific to the services provided by JPS.

Customer Service

LIME and the NWC equally shared the two percent (2%) of contacts received relating to their customer service practices. Customer service related contacts were also received from Digicel and Flow customers.



Resulting from our investigation of appeals, an amount of \$10,763,655.18 was secured for utility customers over the period. Credits to accounts of JPS customers accounted for ninety-nine (99%) of the amounts reversed while the remaining one percent (1%) represented credits to customers of the NWC.

Visit our website for the full quarterly reports: www.our.org.jm

TERMS USED IN DOCUMENTING "CUSTOMER CONTACTS" CAN BE FOUND AT WWW.OUR.ORG.JM

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ADVT.