

# OUR

**Office of Utilities Regulation**  
Regulating Utilities For The Benefit Of All

## CONSUMER QUARTERLY REPORTS

JANUARY- MARCH 2014

During the period, the Consumer Affairs Unit (CAU) received 541 contacts from customers of utility service providers, representing a 4% reduction in the number of contacts received when compared with the preceding quarter.

Billing related matters continue to represent the bulk of complaints received, representing 58% of contacts made with the OUR during the period. This represents a nine percentage point (9%) increase over the previous quarter. The other reasons for contact to the CAU included: interruption of service, poor quality of service and damage to equipment and property.

The unit commenced its review of the quality of service standards for the Jamaica Public Service (JPS) and Dynamic Environmental Mgmt Ltd (DEML), in preparation for a tariff/rate submission from both service providers. A meeting was held with the JPS to discuss possible changes being contemplated to the Guaranteed Standards scheme.

In keeping with their Licence provisions, JPS is allowed to submit its application for a rate review every five years while DEML is allowed to submit its application every two years.

### Distribution of Contacts

The distribution of contacts received specific to each service provider is as follows:

- Jamaica Public Service Company Ltd. (JPS) – forty-six percent (46%)
- National Water Commission (NWC) – thirty-six percent (36%)
- Digicel – five per cent (5%)
- LIME – ten per cent (10%)
- FLOW, small telecommunications provider Decal Wireless and the small water provider Dynamic Environmental Management Ltd. (DEML). – three percent (3%)

The above percentages of the number of contacts received for the respective service providers indicate no significant change when compared with the preceding quarter.

### Utilities' Responsiveness to Appeals Correspondence

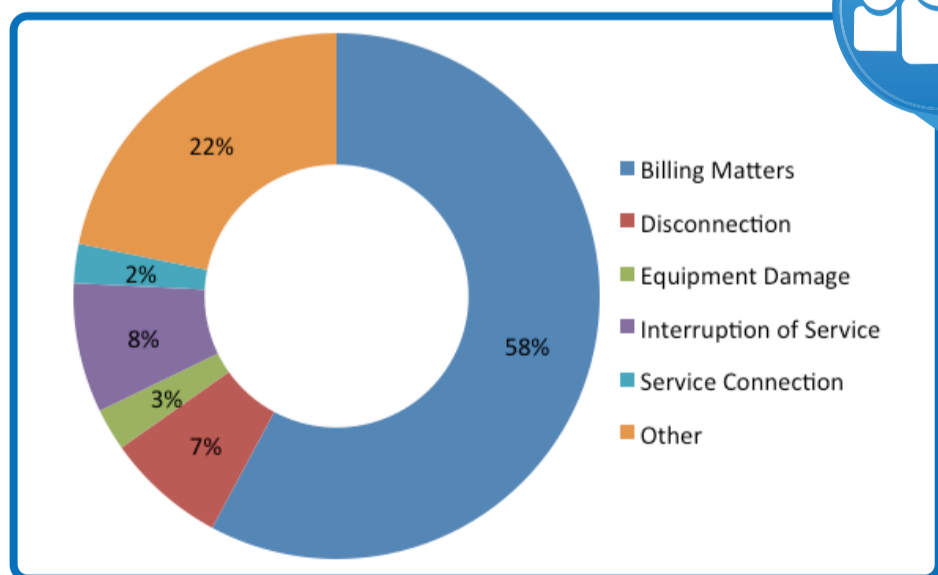
#### Acknowledgements

Of the twenty-five (25) new appeals accepted, twenty-three (23) case letters and emails were submitted to the utilities. Fifteen (15) were submitted to JPS and eight (8) to the NWC. **“Both utilities were negligent in acknowledging receipt of our correspondence as only thirteen percent (13%) of the submissions to JPS were acknowledged while no acknowledgement was received from the NWC.”**

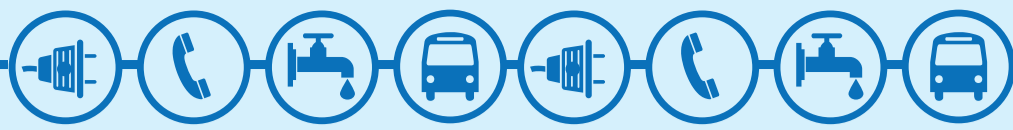
#### Responses to Case Letters

The CAU received eighteen (18) responses from the utilities to case letters or emails that related to the appeals received during the quarter. Of these responses, thirteen (13) were received from JPS and five (5) from the NWC. Eighty-one percent (81%) of the responses from JPS were received within the established thirty (30) day standard, while none of the NWC's responses were within this standard.

### Main Customer Concerns



### CREDITS/COMPENSATION JANUARY-MARCH: \$5,462,807.53



### APRIL-JUNE 2014



### COMPLAINTS ABOUT TELECOMS PROVIDERS DOMINATED THE APRIL – JUNE QUARTER.

The number of contacts received during this quarter was five hundred and four (504). This represents 37 fewer contacts or a 7% reduction in the number received compared with the previous quarter. The reduction may be attributed to an overall decline in the number of contacts received from customers of the Jamaica Public Service Company Ltd. (JPS) and the National Water Commission (NWC) from whom the majority of contacts are received.

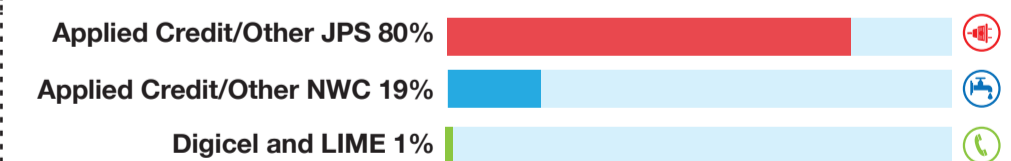
Notably however, there was a 27% increase in the number of contacts received for telecommunications providers Digicel and LIME compared with the preceding reporting period. This increase can be attributed to billing matters, service interruptions and poor quality of service.

In relation to service quality and interruption of service, LIME saw a 69% increase in the number of contacts compared to the preceding quarter. In an effort to have a better understanding of the quality of service issues and to have them addressed, a meeting was held with LIME representatives on April 2, 2014. The company's agents advised that they were aware of the issues being experienced by its customers and outlined plans. The OUR formally wrote to LIME on April 8, 2014 requesting information that will be used to monitor the improvement in the service quality issues.

There was an increase in the number of contacts from JPS customers who were affected by service interruptions. This was as a result of the company's decision to curtail service to communities where it alleged that there were high levels of electricity theft. Subsequent to an investigation, the OUR issued a cease and desist order to JPS as it determined that this action was in breach of the company's licence obligations to its customers in the affected areas.

Additionally, the unit fielded contacts from customers connected to, or being transferred to JPS' Residential Automated Metering Infrastructure (RAMI) system. The issues complained about included frequent service interruptions for those who are connected, and lengthy delays being experienced by persons whose residences were to be newly connected to JPS' supply. The concerns highlighted regarding the RAMI system have been submitted for an Office decision.

### CREDITS/COMPENSATION APRIL-JUNE: \$3,447,744.68



### DISTRIBUTION OF APPEALS (OUTSTANDING)

Complaint Category	SERVICE PROVIDER		
	JPS	NWC	TOTAL
Billing Matters	47	39	86
Disconnection	0	1	1
Equipment Damage	11	0	11
Illegal Connection	1	0	1
Leak at Meter	0	1	0
Meter Installation	0	1	0
Property Damage	2	0	2
<b>Total Resolved</b>	<b>61</b>	<b>42</b>	<b>103</b>

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*The Office of Utilities Regulation... Working for the Consumers of Jamaica.*

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ADVT.