

**FOR IMMEDIATE RELEASE**

**JPS & NWC Report decline in Guaranteed Standards breaches in 2020 Q4**

**(KINGSTON, Jamaica; 2021 April 29):** The Jamaica Public Service Company Limited (JPS) and the National Water Commission (NWC) are reporting declines in breaches of the Guaranteed Standards (GS) for the 2020 October – December quarter.

JPS' compliance report on its Guaranteed Standards' performance indicated that 16,952 breaches were committed during the quarter, representing a 9% reduction over the preceding period. These breaches attracted compensatory payments of approximately \$37.1 million.

Estimated Bills, Estimation of Consumption and Connection to Supply accounted for the highest incidents of breaches. These standards accounted for approximately 99% of breaches and compensatory payments.

However, similar to the preceding two reporting periods, no compensatory payments were paid to customers. JPS advised that it continues to await the response from the Ministry of Science, Energy and Technology (MSET) regarding its request to suspend the GS resulting from the island being designated a disaster area, due to the impact of Covid-19 since 2020 March.

JPS' GS compliance reports for the year 2020 indicate that a total of 64,548 breaches were committed. This represents a 5% reduction compared to the 2019 figures. Potential compensation associated with the 64,548 breaches was approximately \$140.1 million of which approximately \$28.1 million (20%) was paid. The remaining 80% of unpaid GS compensation awaits the decision from MSET on JPS' *force majeure* relief application.

The OUR is responsible for monitoring the performance of the service providers in relation to the GS, which includes ensuring that the relevant compensation is paid for breaches. Accordingly, during the review period, the OUR enquired about the status of MSET's decision on JPS' *force majeure* GS request to inform its decision on the outstanding JPS GS compensation payments. However, no response was received from MSET by the end of the review period.

The NWC's Guaranteed Standards compliance report indicates that 504 breaches were committed during the 2020 October – December period, representing a 14% decrease when compared with the preceding period. These breaches had a potential payout of approximately \$1.9 million while actual payments amounted to approximately \$685,000 or 36% of total potential payments and were made by way of automatic credits to the affected accounts.

The remaining 64% of potential payments not made, represented those breaches for which the required claim forms were not submitted for validation.

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The standards with the highest incidents of breaches for the NWC were: Access/Service Connection, Meter Installation and Estimated Bills. These three standards represented 66% of total breaches and potential payments.

The NWC GS report indicate that throughout 2020, a total of 2,397 breaches were committed, which represents a 14% increase over the number of breaches committed in 2019. Potential compensation for the 2,397 breaches was approximately \$8.6 million of which approximately \$2.6 million (30%) was paid. The remaining 70% was not paid as the required claim forms were not submitted.

The OUR's latest Quarterly Performance Report for 2020 October – December, can be found on its website: [www.our.org.jm](http://www.our.org.jm).

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