

MEDIA RELEASE

OUR Launches new consumer-friendly Website

(KINGSTON, Jamaica; 2021 July 21): The Office of Utilities Regulation (OUR) has launched its newly designed website (www.our.org.jm) in response to stakeholder needs. New features have been introduced, including accessibility features for persons with disabilities.

It is important to the OUR that persons with disabilities can comfortably access and browse its website and so the website seeks to conform with the standards outlined by the World Wide Web Consortium (W3C) to ensure accessibility for users of different levels of ability including persons who are: hearing-impaired, visually impaired and intellectually challenged. Among the newly implemented features are a zoom button for the visually impaired that will enable an increase in font size, and access to subtitles to its videos and scripts for its audio features for those with a hearing impediment.

Aggrieved utility customers can now request that the OUR investigate a matter after a decision has been made by the utility provider, via the website's **Submit an Appeal** page. Through this page, customers can complete a form and upload the relevant documents via a secure connection, that will enable the OUR to conduct a review.

Visitors to the OUR's new-look website will also be able to view the latest posts by the OUR on its social media platforms and click through directly from the website to access these pages. Persons are also now able to apply for career opportunities at the OUR, via the website's Careers Page which allows for applicants to complete an editable form and upload relevant documents.

The website continues to host the organisation's public documents including those on its decisions, and consultations, media releases and announcements. It remains a source of reference for consumers and other stakeholders seeking updates on pertinent matters, or for detailed research by other utility regulators, industry professionals, academics and scholars.

In the short term, the OUR will roll out other features on its website, including an online chat portal through which persons can have queries addressed during the specified times. Additional accessibility features will also be implemented over time. Stakeholders will also soon be able to search for materials housed in the OUR's Information Centre, via its website page.