

MEDIA RELEASE

OUR Invites Comments on Proposed Changes to JPS and NWC Guaranteed Standards

(KINGSTON, Jamaica; 2022 July 14): The Office of Utilities Regulation (OUR) is inviting persons to comment on proposed changes to the Guaranteed Standards Schemes for the Jamaica Public Service Company Limited (JPS) and the National Water Commission (NWC).

The proposed changes are set out in the Consultation document titled, **Comprehensive Review of the Guaranteed Standards Scheme for the Jamaica Public Service Company Limited and the National Water Commission** which is posted on the OUR's website: www.our.org.jm.

The Guaranteed Standards (GS) are part of Quality of Service (QoS) measures developed for the JPS and NWC, designed to encourage the delivery of better service to customers. A feature of the GS is that they provide a compensatory mechanism to customers for breaches of the prescribed standards.

The public consultation aims to solicit views from the public on the relevance of the existing GS Schemes and the need for changes or updates.

By practice, the OUR has included reviews of the QoS standards as part of the five-year tariff setting process for the JPS and NWC. However, the OUR has determined that, given the complexity of the tariff setting process and the limited time allowed for completion, it is necessary to embark on separate processes. This stand-alone consultation, therefore, allows for a more thorough and comprehensive public consultation on the QoS standards, and specifically the GS Schemes.

Persons who wish to express opinions on this Consultation Document are invited to submit comments in writing by 2022 August 8 to the following email addresses: collette.goode@our.org.jm and rim@our.org.jm.

Responses that are not designated as confidential will be posted to the OUR's website. Respondents are therefore encouraged to supply their responses via email to facilitate such postings.