
Office of Utilities Regulation

Consumer Affairs Unit

Quarterly Performance Report

2022 January - March

Publication Date: 2022 July 11



OFFICE OF UTILITIES REGULATION

36 Trafalgar Road, Kingston 10

Consumer Affairs Unit Quarterly Performance Report

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The Role and Objectives of the OUR

The Office of Utilities Regulation Act of 1995 established the Office of Utilities Regulation (**OUR**) as a body corporate. Under the Act, the OUR is charged with regulating the provision of utility services in the electricity, telecommunications and water and sewerage sectors. The objectives are to:

- Ensure that consumers of utility services enjoy an acceptable quality of service at a reasonable cost;
- Establish and maintain transparent, consistent and objective rules for the regulation of utility service providers;
- Promote the long-term efficient provision of utility services for national development consistent with Government policy;
- Provide an avenue of appeal for consumers who have grievances with the utility service providers;
- Work with other related agencies to promote a sustainable environment; and act independently and impartially.

The Consumer and Public Affairs Department

Through the Consumer and Public Affairs (CPA) Department, the OUR discharges its mandate to protect utility consumers. The Consumer Affairs Unit, the Public Affairs Unit (PAU) and the OUR Information Centre (OURIC) all comprise the CPA Department. This Department is the section of the OUR that directly interfaces with utility consumers and one of its main responsibilities is to investigate appeals of decisions made by utility service providers brought by aggrieved consumers.

The Consumer Affairs Unit (CAU)

Among other things, the CAU receives, records and processes utility consumer complaints and appeals, monitors trends in consumer complaints and provides the Office with advice on measures to be taken to improve consumers' welfare.

The CAU uses as a primary input to its policy development and advice to the Office, the results of analyses of the complaints received from customers about the services provided by the utility companies. Feedback from consumers at town meetings, public fora and the media are also key sources for opinions and activities of utility services.

A consumer survey which seeks consumer feedback on a range of consumer issues is conducted every 18 - 24 months. Additionally, a public education programme is pursued which includes organizing consultations with stakeholders on pertinent regulatory matters.

The PAU manages the public education programme, media relations and the website while the Information Centre (OURIC), *inter alia*, provides information in keeping with the requirements of the Access to Information Act. The OUR, through the CPA department also funds the activities of the Consumer Advisory Committee on Utilities (CACU) which was established to operate as an independent advocacy group providing critical feedback and support for consumer issues.

The Intent and Purpose of the Quarterly Performance Report

The Quarterly Performance Report (QPR) is prepared by the Consumer Affairs Unit (CAU) and provides the public with information and analysis about the contacts received from utility providers. The information includes: the number of customer contacts received over the review period; JPS and NWC's performance against the Guaranteed Standards; utilities' responsiveness to our appeals process; and the performance of the Unit against the Appeals Process timelines.

The QPR is intended to be a fair, reasonable and transparent report of the above-mentioned activities. The statistics for each reporting period are gathered from our Customer Information Database and are reflective of the contacts received from utility consumers island-wide. These contacts are received via various channels, namely: letters, telephone, walk-ins, e-mails, fax and social media.

Methods of Calculation

The methods of calculation used include summation, quarterly and year-on-year comparisons. The resort latterly to normalize the numbers of contacts by expressing this as per the customer base reflects our allowance for fair comparisons. Consequently, the report cites the number of contacts per 100,000 of the service provider's customer base. Even so, it is recognized that the telecommunications sector with its heterogeneous customer bases presents a peculiarity for comparison with the water and electricity utilities that have more homogenous customer bases.

The information should be interpreted as a sample or statistical representation of the intake to the Unit.

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Executive Summary

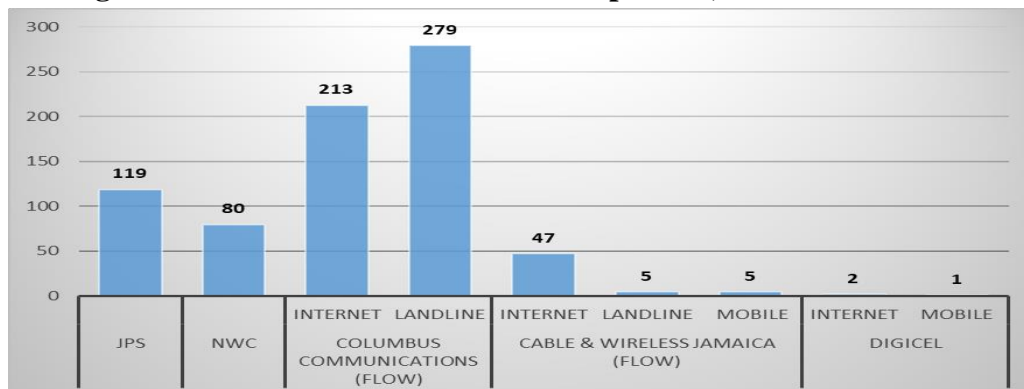
The 2022 January - March period saw the CAU receiving 1,579 contacts which represented a 4% increase over the preceding period. The data show that the most significant increases were seen in the complaint categories of: *Disconnection (42%), Refund (29%), Billing Matters (14%) and Security Deposit (12%)*. However, significant decreases were also seen in the following complaint categories: *Interruption of Service (-38%), Poor Quality of Service (-18%), and Terms and Conditions of Service (-7%)*.

The following shows the distribution of contacts per service provider¹:

- Jamaica Public Service Company Ltd. (JPS) – 788 (50%)
- National Water Commission (NWC) – 382 (24%)
- Cable & Wireless Jamaica Ltd. (Flow) – 85 (5%)
- Columbus Communications (Flow) – 237 (15%)
- Digicel – 38 (2%)
- Private water and/or sewerage providers St. Jago Hills Development Company Limited (SJHDC) and Other (Not Utility Provider Related) – 49 (4%).

While JPS at 788, accounted for the most contacts, Figure 1 shows that Columbus Communications (Flow) accounted for the highest number – at 279 per 100,000 – in proportion to its fixed line customer base.

Figure 1: Distribution of OUR contacts per 100,000 of customer base

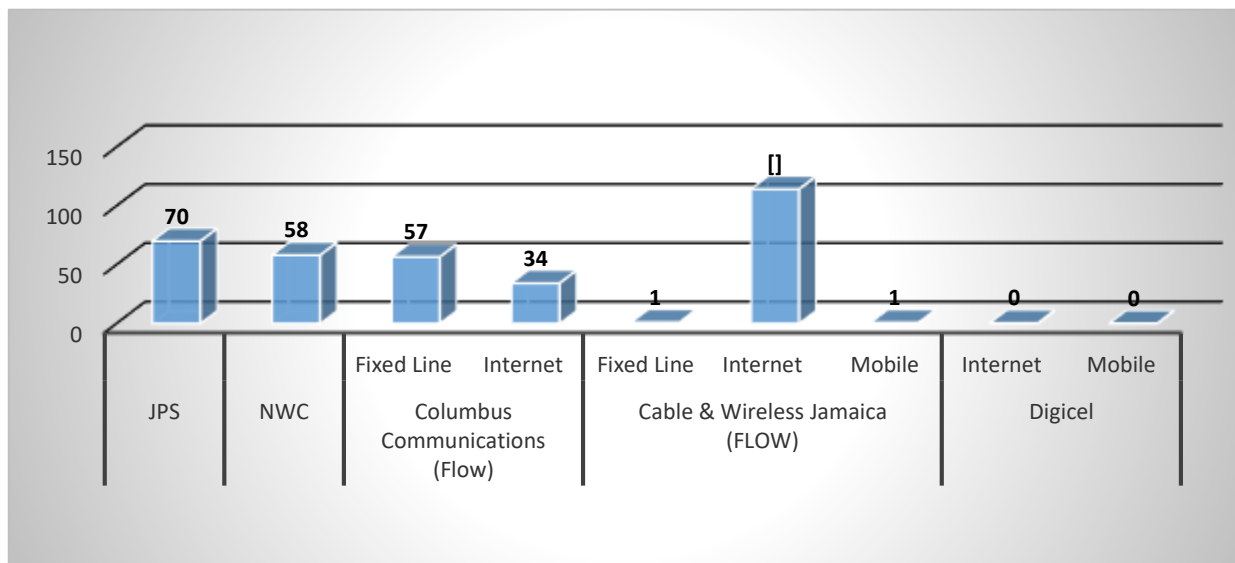


¹ Details on contact distribution per service provider can be seen in Table 7 on page 26.

Billing matters, at 51%, continued to be the main reason utility consumers contact the CAU, representing a four-percentage point increase over the preceding period. JPS and NWC with 463 (29%) and 276 (17%) contacts respectively, accounted for the highest number of billing-related matters.

As shown in Figure 2, C&WJ (Flow) internet service, at 114 per 100,000 of its customer base, accounted for the highest number of billing-related contacts. JPS and NWC each followed with 70 and 58 contacts per 100,000 of their customer bases respectively.

Figure 2: Distribution of OUR billing contacts per 100,000 of customer base



Service interruption issues, at 9% of total contacts, remained the second highest reason for customer contact to the CAU.

Chapter 1: Utilities' Responsiveness

(i) Acknowledgements

For the reporting period, five (5) new appeals were accepted for investigation, with JPS and NWC accounting for three (3) and two (2) respectively. Requests for information (case letters) were sent for all new appeals accepted.

Based on the established Service Level Agreements (SLAs), both JPS and NWC agreed to acknowledge the OUR's case letters within five (5) business days. As is shown in Table 1, both JPS and the NWC were fully compliant, attaining a 100% rating, to submit their acknowledgements within the agreed timeline.

Table 1: Acknowledgement within Standard (5 business days)

<i>Quarters (2022)</i>	JPS	NWC
<i>January - March</i>	100%	100%

(ii) Response to Case Letters

Service providers are required to provide responses to case letters within 30 business days. As is seen in Table 2, JPS and NWC attained perfect scores, of 100%, having submitted all responses within the agreed timeline.

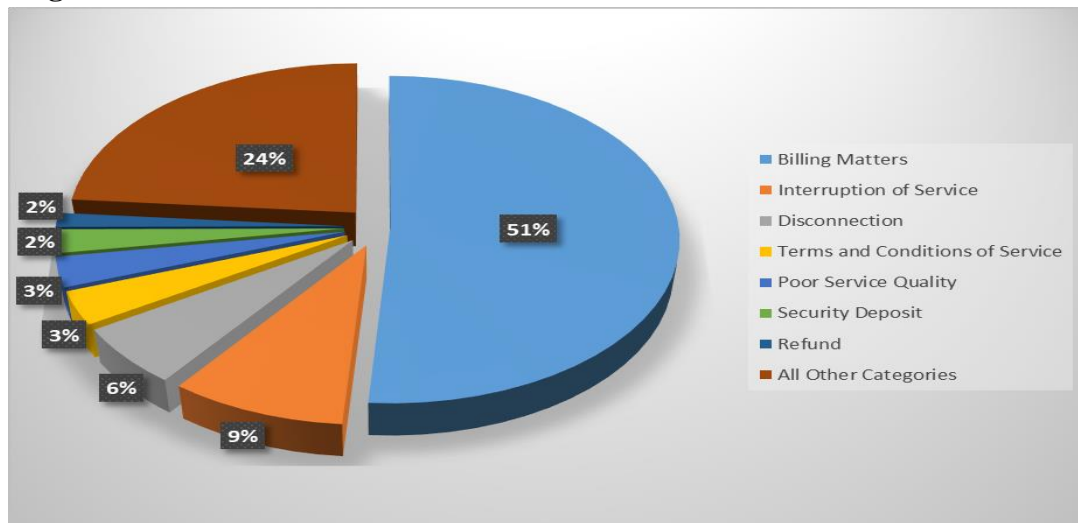
Table 2: Response to case letters within standard (30 business days)

<i>Quarters (2022)</i>	JPS	NWC
<i>January – March</i>	100%	100%

Chapter 2: Main Customer Concerns

The main reasons for utility customers contacting the CAU related to Billing, Interruption of Service, Disconnection, Terms and Conditions of Service, Poor Service Quality, Security Deposit and Refund (Figure 3). Further details on all contacts distributed per category are provided in Table 8.

Figure 3: Main Concerns



(i) Billing

Billing matters continued to be the main reason for customer contact, accounting for 51% of total contacts. These matters included high consumption, disputed charges, adjustments to customers' accounts, and estimated billing.

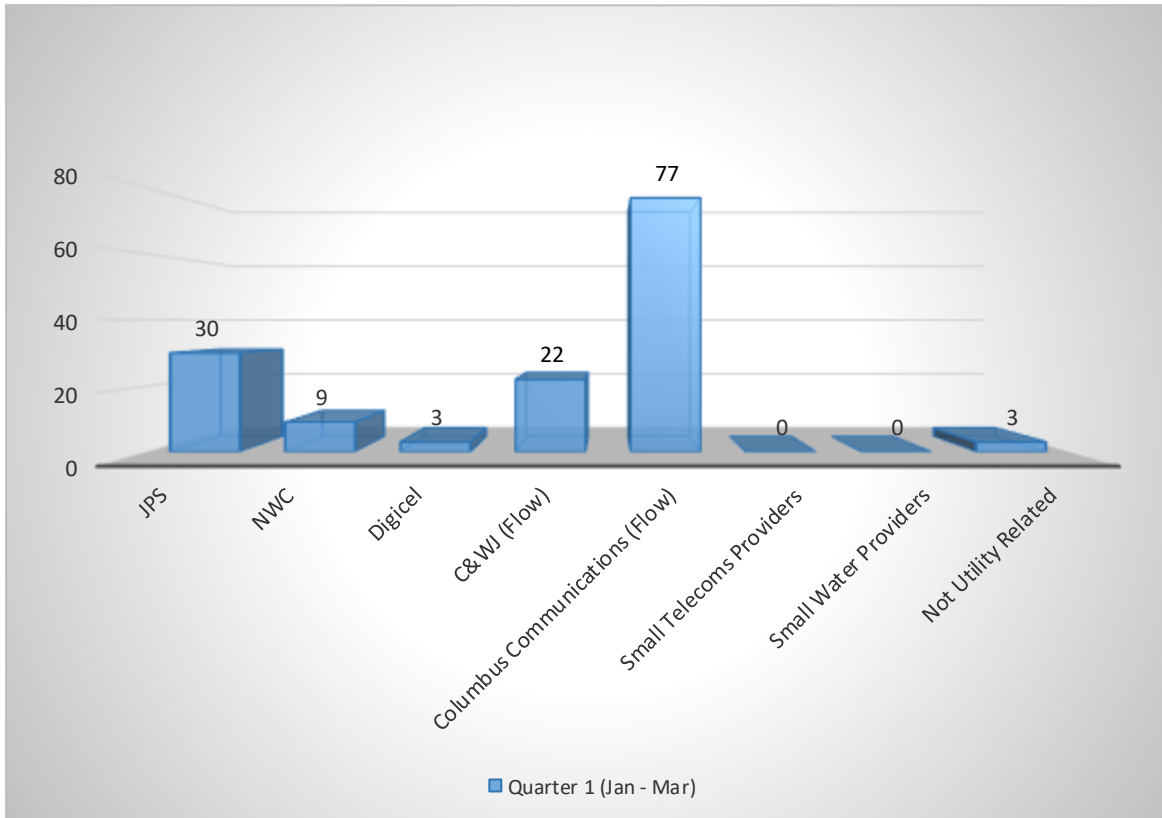
JPS and NWC continued to account for the most billing contacts with 463 (29%) and 276 (17%) respectively. Columbus Communications (Flow) accounted for 41 (3%) while C&WJ (Flow), Digicel, and contacts not utility-related, accounted for the remaining 28 (2%).

(ii) Interruption of Service

Service interruption contacts decreased by six-percentage points, to 9%, when compared with the preceding quarter. As seen in Figure 4, Columbus Communications (Flow) with 77 (5%) and JPS with 30 (2%) respectively, accounted for the highest number of related contacts. C&WJ

(Flow) with 22, NWC with 9, Digicel with 3, and contacts not utility related with 3 all shared the remaining 2%.

Figure 4: Quarterly Service Interruption Contacts



(iii) Disconnection

Contacts relating to disconnection increased by two percentage points, to 6%, over the previous period. Both JPS and NWC accounted for 2% while Columbus Communications (Flow), C&WJ (Flow), and Digicel shared the remaining 2%.

(iv) Terms and Conditions of Service

Contacts pertained to changes made by service providers to the Terms and Conditions of Service (Contract Terms) decreased by one percentage point to 3% when compared to the preceding period. Except for Private Water and/or Sewerage Service Providers, contacts concerning issues with Contract Terms were received in relation to all other Service Providers.

(v) Poor Service Quality

Contacts related to poor service quality decreased by one percentage point to 3%, over the preceding period. JPS and Columbus Communications (Flow) accounted for 1% equally; while C&WJ (Flow), Digicel, NWC and Private Water Provider shared the remaining 1%.

(vi) Security Deposit

Security deposit accounted for 2% of contacts which were mainly attributable to JPS.

(vii) Refund

Requests for refunds decreased by one percentage point to 2% of total contacts. Columbus Communications (Flow) accounted for 1% while the remaining 1% was shared among C&WJ (Flow) JPS, NWC and Digicel.

Chapter 3: Guaranteed Standards Performance

(i) What are the Guaranteed Standards?

The Guaranteed Standards (GS) are performance measures that guide the provision of utility services delivered by the NWC, small water providers and the JPS. If the companies fail to honour the agreement, the affected customer is entitled to compensation, which is applied as a credit to their utility account.

(ii) How are customers compensated?

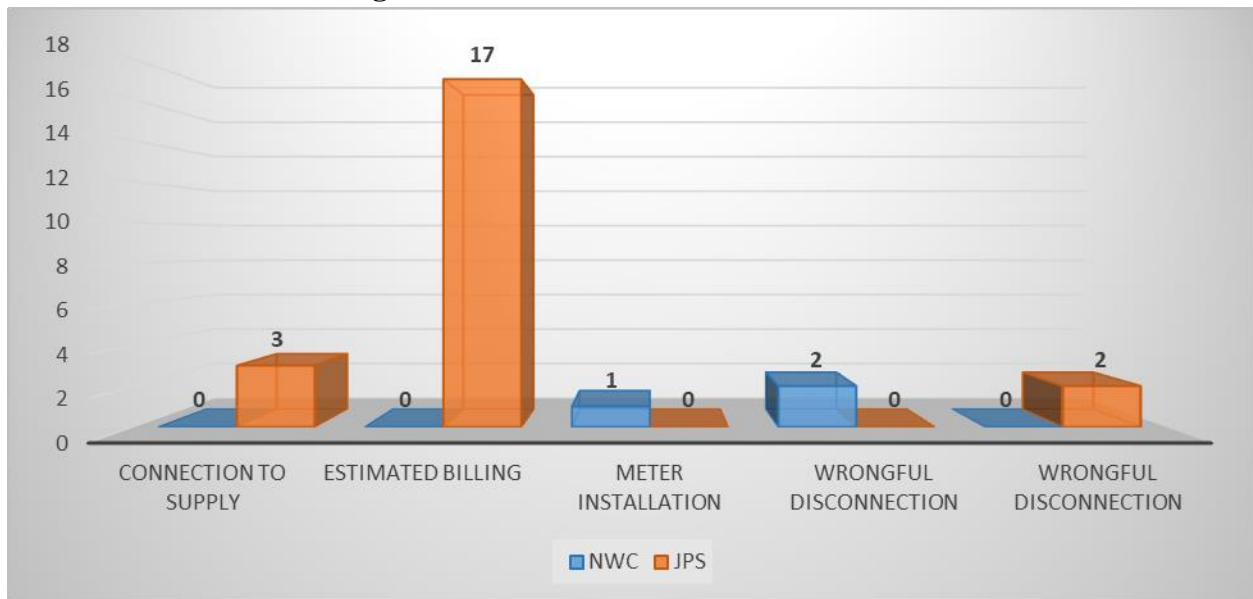
NWC: Compensation for a breach of a standard is four (4) times the applicable service charge OR six (6) times the service charge for those in the special compensation category. Where applicable, customers must submit their claims within 120 days of the breach. Breaches of individual standards will attract compensation of up to six (6) periods of non-compliance.

JPS: Residential customers: equivalent to the reconnection fee; Commercial customers: four (4) times the customer charge. Breaches of individual standards will attract compensation of up to eight (8) periods of non-compliance.

(iii) Quarterly report of breaches

The OUR received twenty-five (25) contacts from JPS and NWC customers in relation to alleged breaches of the GS, representing two percent (2%) of total contacts received. JPS and NWC accounted for twenty-two (22) and three (3) contacts respectively.

As is seen in Figure 5, *Estimated Billing* accounted for the highest number of contacts in relation to alleged breaches of the GS for JPS. For the NWC, two contacts were received in relation to *Wrongful Disconnection* whilst the remaining contact related to *Meter Installation*.

Figure 5: Guaranteed Standards Contacts

The GS reports submitted by the JPS and NWC did not reflect the alleged incidents of breaches reported to the OUR. Accordingly, no compensatory payments were made by the service providers in relation to the contacts received by the OUR regarding GS breaches.

(iv) Utilities' performance on Guaranteed Standards

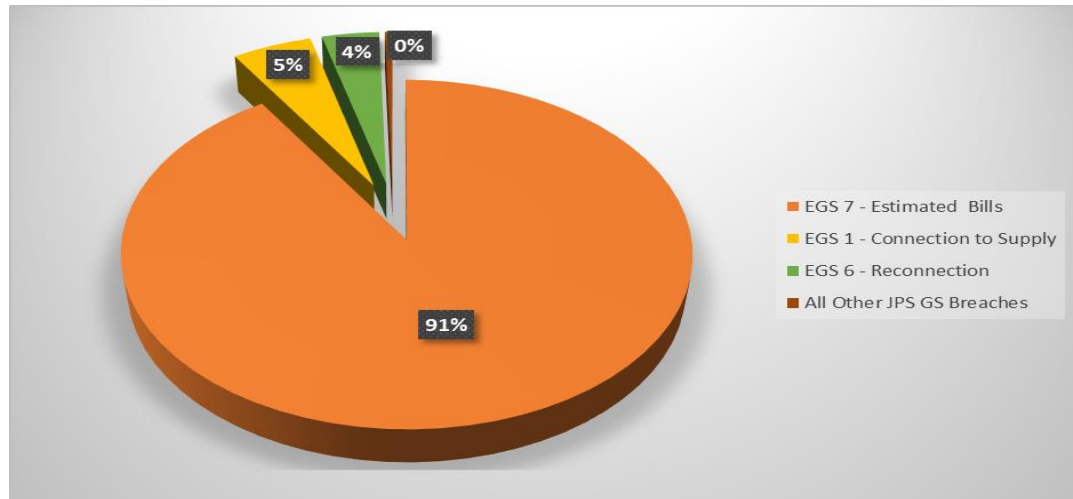
JPS

JPS's compliance report on its GS performance indicated that 20,653 breaches were committed during the 2022 January - March quarter; representing a 6% increase compared with the preceding period. These breaches attracted compensatory payments of approximately \$43.8 million, all of which were applied automatically to the affected customer's account.

Similar to the previous period, Guaranteed Standards regarding *Estimated Bills* (which restricts JPS from sending more than two consecutive estimates without a penalty), *Connection to Supply* (which prescribes the time within which JPS is to make a simple connection), and *Reconnection* (which requires that JPS restores supply within 24 hours of payment of overdue amounts) accounted for the highest

incidents of breaches (see Figure 6). These standards accounted for approximately 99% of breaches and compensatory payments.

Figure 6: JPS Reported GS Breaches



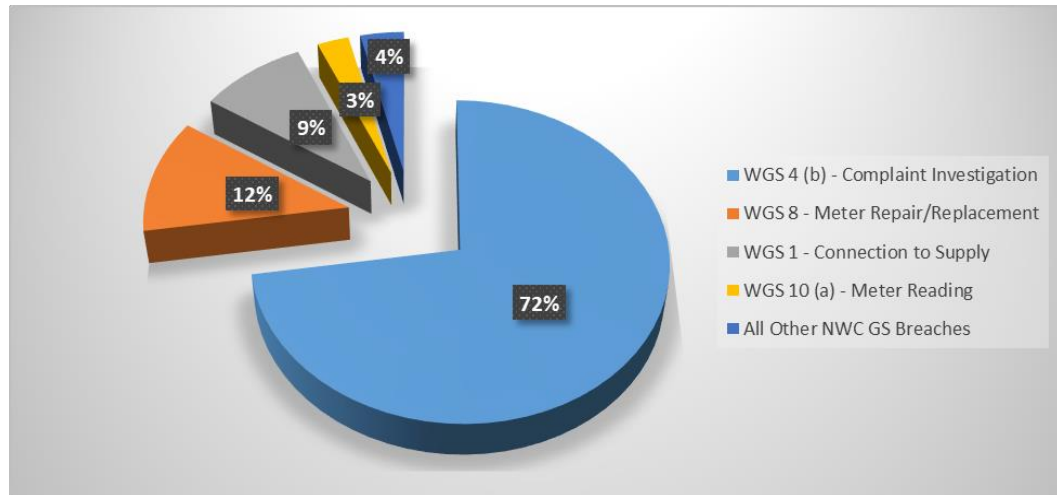
NWC

The NWC's Guaranteed Standards compliance report for the review period indicates that the number of breaches committed increased by 120%, to 2,419, when compared with the preceding period. These breaches had a potential payout of approximately \$9.6 million while actual payments amounted to approximately \$1.5 million, or 15% of total potential payments, and were made by way of automatic credits to the affected accounts. The remaining 85% of potential payments not made, represented those breaches for which the required claim forms were not submitted for validation.

As shown in Figure 7, the standards with the highest incidents of breaches for the NWC were: Complaint Investigations (which requires that NWC completes investigations and responds or provides an update within 30 working days of receipt of a complaint); Meter Repair/Replacement (which stipulated that defective meters are to be verified, repaired/replaced within 20 working days); Access/Service Connection (which requires NWC to connect a new supply within 10 working days); and Meter Reading (which restricts NWC from sending more than two consecutive

estimates without a penalty). These four (4) standards represented 96% of total breaches and potential payments respectively.

Figure 7: NWC Reported GS Breaches



Private/Small Water and/or Sewerage Service Providers' Guaranteed Standards Report

In keeping with the provisions of their Licence and OUR Determination Notices, eight (8) licenced Private/Small Water and/or Sewerage Service Providers are required to submit quarterly reports on their Quality of Service (QoS) standards performance, which include the Guaranteed and relevant Overall Standards. In addition, the OUR has since 2021 June, held two (2) workshops with these service providers in an effort to reinforce and remind these service providers about their QoS reporting requirements and other obligations. The OUR has also sent periodic reminders to these service providers about QoS report submissions.

As is shown in Table 3, despite the foregoing efforts of the OUR, only 75% of these Service Providers have submitted their QoS reports for the 2022 January – March, missing the due dates in some instances.

Table 3: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions

Licencees to Submit Quarterly QoS Reports	2022 January – March	
	Due Date	Submission Date
Can-Cara Development Ltd. (CDL)	2022.05.16	2022.06.03
Dynamic Environmental Services Ltd. (DEML)		2022.05.17
Dairy Spring Ltd. (DSL)		2022.05.10
Runaway Bay Water Company Ltd (RBWC)		2022.04.29
Landmark Developers Ltd (LDL)		NOT RECEIVED
St. Jago Hills Development Company Ltd. (SJHDC)		NOT RECEIVED
Richmond Environmental Services Ltd. (RESL)		2022.04.26
Tryall Golf and Beach Club (TGBC)		2022.06.01

Analysis of the quarterly GS reports received from the service providers indicates that these service providers committed 168 GS breaches. For these breaches, potential compensation amounted to \$544,433.32 with no actual payments being made. Details of the GS breaches and compensation for these service providers are provided in Table 4.

Table 4: GS Breaches and Compensation for Private/Small Water and/or Sewerage Service Providers

Service Providers	Total Breaches	Potential Compensation (\$)	Actual Payments (\$)
Dairy Spring Ltd.	0	0	0
DEML	137	511,431.96	0
RESL	24	0	N/A*
RBWC	1	2,761.36	0
TGBC	6	30,240.00	0
Total	168	544,433.32	0

*The OUR has not yet determined the compensation mechanism for RESL.

The analysis also showed that 96% of the breaches and potential compensation were associated with GS 6/GS 7 for DEML – *Meter Reading* (which requires all these service providers to bill accounts monthly based on meter readings, where there is access to the meters). Additionally, except for TGBC, the compensation for a breach of this GS is to be applied automatically to the affected customers' accounts. DEML indicated that there was no compensation paid for the 134

GS breaches as the meters were inaccessible. The remaining 6% of credits not paid resulted from the non-submission of the required claim forms.

The GS breaches for which the required claim forms were not submitted for validation were:

- GS 2 – Issue of First Bill. One (1) breach for DEML
- GS 3(b) – Response to Complaints (Investigations). One (1) breach for RBWC
- GS 5 – Repair/Replacement of Faulty Meters. Two (2) breaches for DEML
- GS 6 – Meter Reading. Six (6) breaches for TGBC

Chapter 4: Customer Contact Centre/Call Centre Performance Reports

In recognition of the important role of Customer Contact Centres (Call Centres) in customer service delivery, the OUR has deemed it necessary to include a report on the performance of the JPS and NWC Call Centres. Here, focus is placed on the Key Performance Indicators (KPIs) on general customer satisfaction levels for NWC and JPS in this area.

NWC:

The NWC Call Centre report for the review period indicates an overall improvement in performance when compared with the preceding period. As seen in Table 5, Average Talk Time was five minutes and fifty-six seconds, which represents a decrease by fourteen seconds. The Percentage of Abandoned Calls decreased by five percentage points, to 5%, and Percentage Service Level increased by 15 percentage points to 83%. Also, it took Call Centre agents six seconds less to complete handling calls. However, it took Call Centre agents an additional fourteen seconds on average to talk with customers.

Table 5: NWC's Call Centre Performance

		Performance 2022
<i>KPIs</i>	KPI Definition	Jan-March
<i>Average Speed of Answer</i>	Average time for answering calls	0:00:39
<i>Average Talk Time</i>	Average time spent talking to customers	0:05:56
<i>Average Length of Calls (Call Handle Time)</i>	Combination of Average Talk Time, Average After Call Work and Hold Time	0:10:38
<i>Percentage of Abandoned Calls</i>	Percentage of calls not serviced	5%

<i>Percentage Service Level</i>	Percentage of calls answered within 20 seconds	83%
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JPS:

The review of JPS's Call Centre report for the review period indicates improvement in performance when compared with the preceding period. As seen in Table 6, *Average Speed of Answer*, at two minutes and ten seconds, and *Average Handle Time*, at six minutes and sixteen seconds, declined by 4 Minutes and 25 seconds and 42 seconds respectively. Improvements were also seen in the *Percentage of Abandoned Calls* which fell by 21 percentage points, to 10%, and *Percentage Service Level* which increased by 23 percentage points to 62%. In addition, it took Call Centre agents 12 seconds less on average, to talk with customers during the review period.

Table 6: JPS Call Centre Performance*Performance 2022*

<i>KPIs</i>	KPI Definition	Jan - Mar
<i>Average Speed of Answer</i>	Average time for answering calls ²	0:02:10
<i>Average Talk Time</i>	Average time spent talking to customers	0:05:50
<i>Average Length of Calls (Call Handle Time)</i>	Combination of Average Talk Time, Average After Call Work and Hold Time ³	0:06:16
<i>Percentage of Abandoned Calls</i>	Percentage of calls not serviced ⁴	10%
<i>Service Level Answer</i>	Percentage of calls answered within 20 seconds ⁵	62%

² Within 20 seconds, as per the international standard

³ Goal of no more than 5 minutes set by JPS

⁴ Less than or equal to 8%

Chapter 5: Notification of Planned Outages Report

As part of their agreed Quality of Service Standards, the JPS and NWC are required to submit reports relating to their performance in notifying customers within a specified timeline about planned outages. This standard is a part of the Overall Standards for JPS (EOS 1) and the Performance Targets for the NWC.

JPS:

Under EOS 1, JPS is required to provide 48 hours (2 days) notice of planned outages to customers. JPS reported a 72.4% compliance rating for this standard, which represents a 0.3 percentage point increase over the preceding period and 27.6 percentage points short of attaining the established target of 100%.

NWC:

The NWC performance targets provide for a 98% attainment rate for 12 hours' advance notification of planned service interruptions of a duration of no more than 4 hours. However, where a planned interruption is expected to be for more than four hours, the NWC is required to give advanced notice of at least 24 hours, at a 90% attainment rate.

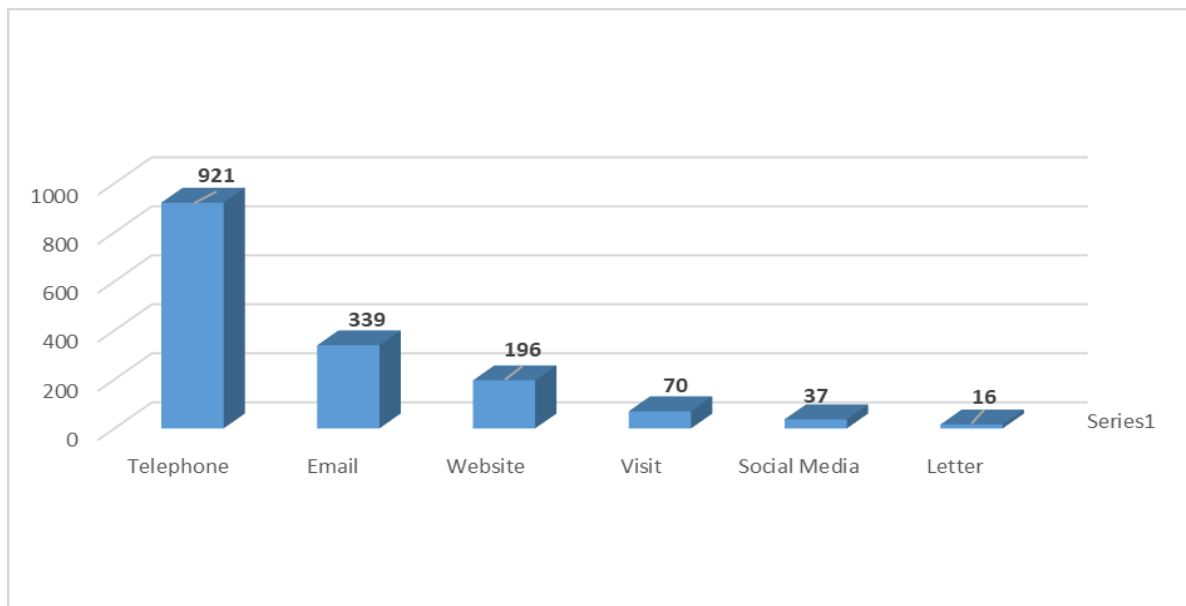
The OUR was not in receipt of any notification of planned outages of a duration less than four hours. However, based on NWC's notifications to the public for outages greater than four hours, the NWC attained a compliance rating of 84% to provide at least 24 hours' advance notice, which was 6% short of the established 90% compliance target. Of the 31 related notifications received, 26 complied with the stated target.

⁵ Goal of 82% set by JPS

Chapter 6: Customer Contact Distribution

At 58%, the telephone continued to be the most frequently used method for customers contacting the OUR. Emails followed with 22% while the website and visits each accounted for 12% and 4%. Letters and social media contacts shared the remaining 4%. Figure 8 provides further details.

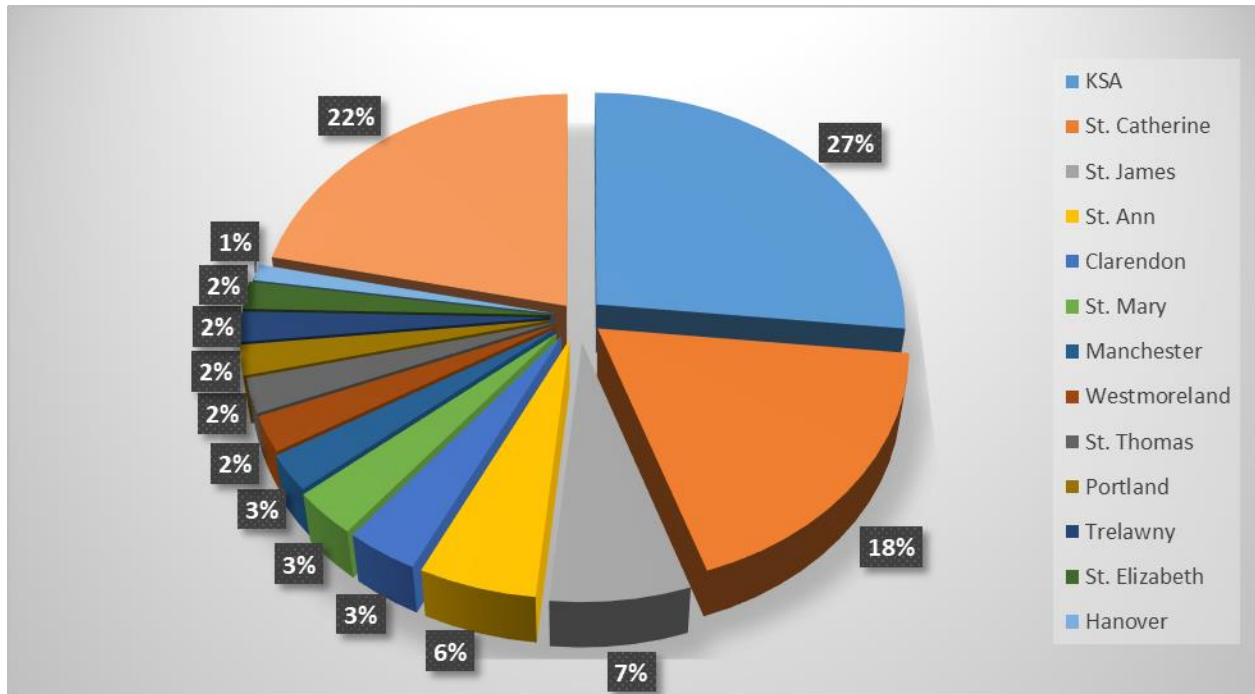
Figure 8: Methods of Contact



Geographical Distribution of Contacts

Kingston and St. Andrew, at 27%, continued to account for the highest number of total contacts. St. Catherine followed with 18%, while St. James and St. Ann each accounted for 7% and 6% of contacts respectively. Clarendon, St. Mary and Manchester each accounted for 3%. All other parishes each had a share of 2% or less. Twenty-two percent (22%) of the contacts received provided no information on their location/parish or the information was not recorded. Details are provided in Figure 9.

Figure 9: Geographic Distribution of Contacts



Chapter 6: Appeals Performance

(i) Closure of Appeals⁶

The OUR closed nine (9) appeals during the review period, all of which were resolved in favour of the service provider. Six (or 67%) of the closed appeals were resolved within the established sixty-five (65) working days while three (33%) exceeded the established timeline.

(ii) Outstanding Appeals⁷

At the end of the review period, five (5) appeals remained outstanding, in that they exceeded the established 65 business days for resolution. All five of the outstanding appeals were awaiting OUR's action.

JPS accounts for four (4) of the outstanding appeals which relate to two (2) cases of equipment damage, one (1) property damage and one (1) billing related matter. The one (1) outstanding NWC appeal is a billing matter.

Appeals Process Resolution Rate

Five (5) new appeals were accepted for investigation, for which all relevant information for four (4) were received within the established timeline. We are awaiting the response to the remaining new appeal.

Of the four appeals for which all relevant information was received, final decisions were made and communicated to customers (by way of Final Letters) for three (or 75%) within the established 65 working days. Further details on the CAU's performance on some key Appeals Process activities are provided in Table 11, Appendix I.

⁶ Breakdown of Appeals Closures can be seen in Table 9 on page 27

⁷ Breakdown of Outstanding Appeals can be seen in Table 10 on page 27

Chapter 7: Consumer Affairs Highlights

(i) Credits/Compensation

During the review period, a total of \$147,581.22 was secured for customers resulting from the intervention of the Consumer Affairs Unit. Of this amount, \$83,541.53 or 57% was secured from Columbus Communications (Flow), \$42,531.36, (29%) was secured from the NWC, and \$21,508.33, or 15% was secured from Cable and Wireless Jamaica (C&WJ).

(ii) Impact Analysis of JPS' Customer Service Office Closures

The OUR, in 2021 March 08, was advised of JPS's decision to close seven (7) additional Customer Service Offices (CSOs) across several parishes. Of note, this was in addition to the prior closure of three offices in 2020 February. JPS further purported that this decision was data-driven, where; (i) less than 5% of customers in the affected parishes actually go into these offices to do transactions, and (ii) the onset of the Covid-19 pandemic intensified customer trend to use online services as over 70% of JPS customer contacts were received via its 24-hour Call Centre, web-chat, social media, and emails and the then recently launched Mobile App. In light of the closure of the parish offices, JPS advised of several alternate measures to be implemented in an effort to continue to engage with its customers, which included:

- (i) Mobile Office visits;
- (ii) Customer Service Improvement Initiatives, namely: existing Customer Service Offices, Call Centre and Public Education;
- (iii) External Pop-up Events (shops, malls, plazas, business places, outdoor events) and roadshows; and
- (iv) Advertising campaign to educate customers on its digitization programme

Given the time that has elapsed, the OUR has decided to undertake an impact assessment of the JPS parish CSOs closures, with a view to ascertaining whether the customers' needs are being met through the alternative measures implemented by JPS. The impact assessment commenced during the review period and the OUR will provide further updates upon completion.

Appendices:

Appendix I: List of Tables: 2021 July - September

Table 7: Contact Activity Summary (All Utilities)

	Description	JPS	NWC	C&WJ (FLOW)			Columbus		Digicel			Private Water Provider	OUR/Other (Not Utility Provider)	Total
				Internet	Landline	Mobile	Internet	Landline	Internet	Landline	Mobile			
A	Contacts for the Quarter													
(i)	New Appeals	3	2	0	0	0	0	0	0	0	0	0	0	5
(ii)	New Complaints	193	69	28	7	26	112	39	15	2	10	2	5	508
(iii)	New Enquires	58	11	0	0	3	3	1	1	0	2	0	5	84
(iv)	New Opinions	12	5	0	0	0	0	1	0	0	1	0	1	20
(v)	New Referrals	522	295	9	4	8	53	28	4	1	2	0	36	962
	Total Contacts	788	382	37	11	37	168	69	20	3	15	2	47	1579
B	Closure/Resolution of Appeals:													
(i)	Compromise	0	0	0	0	0	0	0	0	0	0	0	0	0
(ii)	Resolved in Favour of Customer	0	0	0	0	0	0	0	0	0	0	0	0	0
(iii)	Resolved in Favour of Utility	5	4	0	0	0	0	0	0	0	0	0	0	0
	Total Closures	5	4	0	0	0	0	0	0	0	0	0	0	9
C	Total Appeals from Previous Periods:													
	Outstanding Appeals with OUR													
(i)	Undergoing Analysis/Determination	4	1	0	0	0	0	0	0	0	0	0	0	5
	Total Outstanding Appeals	4	1	0	0	0	0	0	0	0	0	0	0	5

Table 8: Distribution of Contacts by Categories

Complaint Category	Service Providers							Total
	JPS	NWC	Digicel	C&WJ (FLOW)	Columbus Communications (Flow)	Private Water/Sewerage Providers (St. Jago Hills Dev Co Ltd)	OUR/Other (not utility related)	
Billing Matters	463	276	8	16	41	0	4	808
Broken Main	0	7	0	0	0	0	0	7
Customer Service	2	2	1	0	4	0	0	9
Defective Street Lights	4	0	0	0	0	0	0	4
Disconnection	38	28	4	8	16	0	0	94
Equipment Damage	22	0	0	0	0	0	1	23
Guaranteed Standards	22	3	0	0	0	0	0	25
Guaranteed Standards Query	7	1	0	0	0	0	0	8
Health & Safety	14	1	0	0	0	0	0	15
Illegal Connections	9	2	0	0	0	0	0	11
Interruption of Service	30	9	3	22	77	0	3	144
Irregular Supply	5	8	0	0	0	0	0	13
Leak at Meter	0	8	0	0	0	0	0	8
Metering	1	2	0	0	0	0	0	3
Number Portability	0	0	1	2	2	0	0	5
Other	54	16	7	9	19	1	34	140
Payment Arrangement	0	1	0	0	0	0	0	1
Prepaid Phone Credit	0	0	0	0	0	0	0	0
Phone Credit Depletion	0	0	2	2	2	0	0	6
Poor Service Quality	11	4	4	4	23	1	0	47
Prepaid Metering Service	7	0	0	0	0	0	0	7
Property Damage	1	0	0	0	0	0	1	2
Reconnection	16	3	0	1	2	0	0	22
Rebate	0	0	0	6	24	0	0	30
Refund	5	1	1	1	11	0	3	22
Security Deposit	36	0	0	0	1	0	0	37
Service Connection	16	2	1	0	3	0	0	22
Terms and Condition of Service	19	3	5	14	11	0	1	53
Unable to get through to Provider	6	5	0	0	1	0	0	12
Unavailability of Facility	0	0	1	0	0	0	0	1
Total	788	382	38	85	237	2	47	1579

Table 9: Distribution of Closed Appeals by Utilities

Appeal Category	Service Providers		Total
	JPS	NWC	
Billing Matters	3	4	7
Equipment Damage	2	0	2
Total	5	4	9

Table 10: Distribution of Appeals (Outstanding)

Appeal Category	Service Providers		Total
	JPS	NWC	
Billing Matters	1	1	2
Equipment Damage	2	0	2
Property Damage	1	0	1
Total	4	1	5

Table 11: CAU's Performance on Service Standards (New Appeals)

Activity	Service Standards	% Compliance	Comment
Acknowledgement of Appeals	Within 2 business days of receipt of customer's correspondence	100%	All five (5) new appeals were acknowledged within the established timeline.
Case Letters/ Other Utility Contact	Within 5 business days of acknowledging customer's correspondence	100%	All five (5) Case Letters were dispatched within the stipulated 5 business days.
Correspondence Copied to Customer	Customer is to be copied on all correspondence submitted to the utilities pertaining to their complaint	100%	
Final Response	Within the established timeline of receipt of all necessary information from relevant parties	75%	Final responses were prepared and dispatched within the established timeline for three (3) out of four new appeals for which all relevant information was received.

Appendix II: List of Figures

- Figure 1: Distribution of Contacts per 100,000 of Customer Base
- Figure 2: Distribution of Billing Contacts per 100,000 of Customer Base
- Figure 3: Main Customer Concerns
- Figure 4: Quarterly Service Interruption Contacts
- Figure 5: Guaranteed Standards Contacts
- Figure 6: JPS Reported GS Breaches
- Figure 7: NWC Reported GS Breaches
- Figure 8: Methods of Contact
- Figure 9: Geographic Distribution of Contacts

Appendix III: Definition Of Terms Used In Documenting Customer Contacts

Appeal:	Any contact in which the utility company has completed an investigation into a customer's complaint, the customer remains dissatisfied with the outcome and writes to the OUR asking for an independent investigation of the matter.
Complaint:	Any contact from consumers who feel that particular action(s) of a utility service provider might have been in breach of their Terms and Conditions or might have been unfair to them. The OUR provides investigation for complaints as is necessary. Acceptance of complaints does not require submission of a written response from the service provider.
Customer Contact:	Any contact made to the OUR to register an appeal, inquiry, opinion, etc. Contact can be made through the telephone, post, electronic channels (emails, website, and Facebook page) and visits.
Enquiry:	Any contact requiring verification/confirmation of information relating to the OUR, a utility service, policy and/or practice, etc.
Equipment Damage:	Damage caused to customers' equipment as a result of alleged action or inaction of their service provider.
Interruption of Service:	Where no service is provided, usually for an extended period.
Irregular supply:	Where service is not provided regularly and in keeping with the Terms and Conditions of Service/Contract.
Opinion:	Any contact expressing a view about the actions, practice or terms of service, etc. of a utility company or the OUR.
Referral:	Any contact advised by the OUR to consult the relevant utility company because the complainant had not initially utilized or exhausted the complaint procedure within the relevant utility company.
Refund:	Amounts credited to customers' accounts for breaches of the service provider's Terms and Conditions of Service/Contract
Resolution:	Where the OUR communicates its decision on customers' appeals and complaints
Resolution Rate:	The percentage of resolutions that are made within the established timelines

Appendix IV: Statement on Confidentiality of Telecommunications Service Provider Information

Information on the customer base of the telecommunication companies was used in some of the calculations contained in the QPR, pursuant to Section 7A of the Telecommunication Act – Amended. The referenced section states, in part:

“...the following information is not required to be regarded and dealt with as secret and confidential namely -

- (a) information that will facilitate customers in their choice of facilities or specified services and the development of the telecommunications industry; and
- (b) information relating to the –
 - (i) quality of service measurements;
 - (ii) prices charged to customers or to other licensees;
 - (iii) network coverage of licensees;
 - (iv) market share of licensees;
 - (v) volume of services of licensees however measured
 - (vi) subscriber base of licensees; and
 - (vii) capacity and usage of international submarine cables

Appendix V: Appeals Process

The activities of utility companies are guided by “terms and conditions” within their license and/or Act. There are occasions, however, when consumers feel that particular action(s) of a utility company might have been in breach of the utility’s “terms and conditions” or might have been unfair to them. In such circumstances, the OUR is an avenue for recourse in having any such wrong investigated and addressed through our appeals process.

Prior to submitting an appeal to the OUR, consumers are expected and encouraged to first take the complaint, or issues giving rise to the complaint, up to the level of a senior officer at the respective utility company. The hearing of grievances is a consumer’s right and utilities are obliged to review such matters with the aim of having the issue addressed or clarified.

Appendix VI: CAU Internal Performance Standards

Process Timeline for General Appeals

<u>Description</u>	<u>Timelines</u>
Acknowledging correspondence & Assigning Appeal	2 (Two) working days
Case Letter Preparation	5 (Five) working days
Receive JPS’ Response/Update	30 working days ⁸
Review of Provider Response & prepare Follow-Up (F/U) Case letter or issue Directive (where necessary)	10 working days
Receive response to F/U Case Letter	5 (Five) working days
Review Response to F/U Case Letter	5 (Five) working days ⁹
Final Letter Preparation (Draft)	5 (Five) working days
Supervisor’s Review of Final Letter	2 (Two) working days
Dispatch Final Letter	1 working day
Total	65 working days

⁸ Where, based on exceptional circumstances, JPS requires additional time to provide the response to a Case Letter, same is to be communicated to the OUR within five (5) working days of the Case Letter date. The rationale for the additional time must be outlined in the request. The OUR will provide a response to the request within two (2) working days.

⁹ Subsequent to the review of the providers’ response to OUR’s Case Letter, Follow-up Case Letter or Directive issued, the appeal may be escalated to the Supervisor, Manager or Director and would then be treated as a Special Appeal.

Special Appeals

There are appeals that, based on the nature of the issue, may require expertise and/or resources that do not reside in the designated units of the OUR and JPS to effectively resolve same. Accordingly, the classification of “Special Appeals” was revised to provide additional time to both parties to complete their investigation of these matters.

Where necessary, an additional fifteen (15) working days is allotted to JPS to respond to Follow-up Case Letters sent by the OUR. These appeals will thereafter be reclassified as Special Appeals. The OUR has also reduced its consultation time to review Special Appeals from twenty (20) to fifteen (15) working days. Accordingly, the total time allotted to complete the review of a Special Appeal for JPS is at 95 working days

Recommended Service Levels

1. JPS is expected to respond to **OUR’s Case Letters** regarding customer’s appeals within **thirty (30) working days** of receipt. The company is also expected to acknowledge receipt of our Case Letters within five (5) working days of receipt.
2. JPS is expected to respond to the OUR’s follow-up case letter within five (5) working days of receipt for General appeals. However, where necessary, JPS shall notify the OUR within five (5) working days of receipt of the Follow-up Case letter that additional time is required to provide the response. Such Appeals shall then be reclassified as a Special Appeal with the JPS being allotted a total of twenty (20) working days to provide the response, from the date of the Follow-up Case Letter.
3. The OUR’s Final Letter to the customer is to be dispatched within **eighteen (18) working days** of receipt of utilities’ response (where no Follow-up Case Letter was sent). JPS will be provided with a copy of the Final Letter.
4. The OUR is expected to complete investigations of JPS appeals within the following timelines:
 - **Sixty-five (65) working days** for GENERAL APPEALS (which do not require external consultation)
 - **Ninety-five (95) working days** for Equipment Damage Appeals (which do not require external consultation)
5. The Utility company is to extend the hold on the customer’s account for thirty **(30) days** subsequent to receiving OUR’s final response to allow the customer to make arrangements for the balances that are outstanding and/or give the customer time to appeal to the Director – Consumer & Public Affairs.

Appendix VII: Process Timelines for NWC Appeals

<u>Description</u>	<u>Timelines</u>
Acknowledging correspondence & Assigning Appeal	2 working days
Case Letter Preparation	5 working days

Receive NWC's Response/Update	30 working days
Review of Provider Response & prepare Follow-Up (F/U) Case letter or issue Directive (where necessary)	10 working days
Receive response to F/U Case Letter	5 working days
Review Response to F/U Case Letter	5 working days ¹⁰
Final Letter Preparation (Draft)	5 working days
Supervisor's Review of Final Letter	2 working days
Dispatch Final Letter	1 working day
Total	65 working days

Special Appeals

There are appeals that, based on the nature of the issue, may require expertise and/or resources that do not reside in the designated units of the OUR and NWC to effectively resolve same. Accordingly, the classification of "Special Appeals" was revised to provide additional time to both parties to complete their investigation of these matters.

Where necessary, an additional five (5) working days is allotted to the NWC to respond to Follow-up Case Letters sent by the OUR. These appeals will thereafter be reclassified as Special Appeals. The OUR has also reduced its time to review Special Appeal from twenty (20) to fifteen (15) working days; thereby retaining the completion timeline for Special Appeals at 85 working days.

Other Appeals Activities:

Monthly reports detailing the appeals for which the responses are outstanding will be generated and sent to the NWC. Where the responses/updates are not received within ten (10) working days of submission of the report, the matter will be escalated to the Vice President – Investment and Performance Monitoring, NWC, for action. Similarly, the CAU will provide NWC with a monthly update on appeals for which our responses are outstanding.

As a consequence, the following are the proposed Service Level Agreements (SLAs) to which the utility companies will be accountable. It is being recommended that the following be agreed upon by all parties and published:

Recommended Service Levels

¹⁰ Subsequent to the review of the providers' response to OUR's Case Letter, Follow-up Case Letter or Directive issued, the appeal may be escalated to the Supervisor, Manager or Director and would then be treated as a Special Appeal.

NWC is expected to respond to **OUR's Case Letters** regarding customer's appeals within **thirty (30) working days** of receipt. The Commission is also expected to acknowledge receipt of our Case Letters within five (5) working days.

NWC is expected to respond to the **OUR's follow-up case letter** within **FIVE (5) working days of receipt for General appeals**. However, where necessary, the NWC shall notify the OUR within **FIVE (5) working days of receipt of the Follow-up Case letter that additional time is required to provide the response**. Such Appeals shall then be reclassified as a Special Appeal with the NWC being allotted a total of ten (10) working days to provide the response, from the date of the Follow-up Case Letter.

The OUR's Final Letter to the customer is to be dispatched within **EIGHTEEN (18) working days** of receipt of the NWC's response (where no Follow-up Case Letter was sent). The NWC will be provided with a copy of the Final Letter.

The OUR is expected to complete investigations of NWC appeals within the following timelines:

- **SIXTY-FIVE (65) working days** for GENERAL APPEALS (which do not require external consultation)
- **EIGHTY-FIVE (85) working days** for SPECIAL APPEALS (Appeals which require external consultation)

The Utility company is to extend the hold on the customer's account for thirty **(30) days** subsequent to receiving OUR's final response to allow the customer to make arrangements for the balances that are outstanding and/or give the customer time to appeal to the Director – Consumer & Public Affairs.

Appendix VIII: List of Acronyms

Can Cara	-	Can Cara Development Limited (Water & Sewerage Provider)
CPA	-	Consumer and Public Affairs Department (OUR)
CAU	-	Consumer Affairs Unit (OUR)
DEML	-	Dynamic Environmental Management Limited (Water and Sewerage Provider)
Dekal	-	Dekal Wireless Ltd. (Telecommunications Provider)
Flow Service	-	Columbus Communications Jamaica Ltd. (Flow) - Telecommunication Provider
FLOW	-	Cable & Wireless Jamaica Ltd. (C&WJ) Flow
JPS	-	Jamaica Public Service Company Ltd. (Electricity Provider)
KSA	-	Kingston & St. Andrew
NWC	-	National Water Commission (Water & Sewerage Provider)
OUR	-	Office of Utilities Regulation
OURIC	-	Office of Utilities Regulation Information Centre
The Office	-	Comprises 6 members and is headed by a Chairman with the Director General serving as an <i>ex officio</i> member