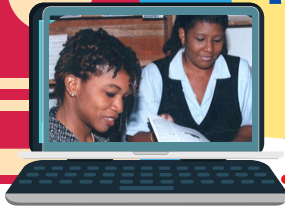


at the

Office of Utilities Regulation (OUR)

INFORMATION CENTRE

OURIC!



The OUR Information Centre collects, organises, preserves, promotes and provides access to intellectual content, created by our expert team at the Office of Utilities Regulation, (OUR). Among our wide-ranging Collection you will find significant Decisions dating back to 1997! Other publications include Consultation Documents, Determination Notices and Quality of Service Standards, all relevant to the electricity, telecommunications and water and sewerage sectors which the OUR regulates. The Collection is the only one of its kind in the Caribbean, and we encourage continued research. So check us out!

OUR PUBLICATIONS

01. Tariff Applications

Tariff Applications are requests submitted by public utility companies when seeking to have a review of their rate structure (rate review).



02. Consultation Documents

Consultation Documents are public discussion papers in which the OUR:

- brings to the public attention important issues relating to utilities regulation;
- puts forward options and/or proposals as to the approach to adopt in dealing with these issues and to seek to resolve them in the best interests of consumers and the society at large, and invites comments from the general public and from other interested parties such as service providers, businesses, professionals and academics.



03. Jamaica National Numbering Plan

The Jamaica National Numbering Plan devises rules that ensures fair and equitable access to telecommunication numbers by carriers and service providers in Jamaica.



HAVE QUESTIONS?

We'd love to help!

[SEND US A MESSAGE >](#)

04. Determination Notices/Decisions

A Determination Notice outlines a definitive decision, opinion or conclusion prepared and issued by the OUR on a matter such as a response to a request for a rate review by a public utility. The document presents the legal authority for the OUR's decisions on the matter as the independent regulatory body. (Decisions are usually made based on consultations, discussions and best practices).

05. Directives

Directives are instruments issued by the OUR specifying the manner in which matters must be dealt with by utilities. As such they are mandatory.



06. Quality of Service Standards

Quality of Service (QoS) Standards are a set of Overall and Guaranteed Standards developed by the OUR to ensure that the providers of electricity, water and telecommunications services deliver a certain value to consumers. The OUR regulates the services of utility service providers, prescribing minimum standards in relation to utility services. The existence of Overall and Guaranteed Standards serves as a guide to service delivery and motivates the service providers to strive for continuous improvements in service to consumers.



Contact OURIC at
OURIC@our.org.jm OR

visit us at the OUR website @ www.our.org.jm

OURIC - YOUR REGIONAL RESOURCE CENTRE OF CHOICE FOR INFORMATION ON UTILITIES REGULATION

Published 2019 June

876-968-6053 | www.our.org.jm

