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JPS and NWC Record Mixed Call Centre Performance for 2022 Q3

(KINGSTON, Jamaica; 2023 January 5): The Jamaica Public Service Company Limited (JPS) and the National Water Commission (NWC) recorded mixed performances for their Customer Contact Centres (Call Centres) during the 2022 July-September quarter.

The data are included in the Office of Utilities Regulation's (OUR's) 2022 July-September Quarterly Performance Report.

During the period, the NWC reported an improvement in the percentage of calls that were abandoned, decreasing from 2% in the preceding quarter to 1%. It also recorded a slight improvement in the percentage of calls answered within 20 seconds, moving from 90% in the 2022 April-June quarter to 91%. While the NWC recorded a 7-percentage point improvement in its 65% performance rate for the resolution of customer complaints at the first point of contact at its Call Centre, it was below the agreed target of 70%.

For the JPS, 18% of calls to its Call Centre were not answered. While this is an improvement over the 27% recorded in the 2022 April-June quarter, it is below the 8% target set by JPS. Similar to the previous quarter, the percentage of its calls answered within 20 seconds during the period was 38%, well below the company's established standard of 82%. However, JPS, with a 73.4% performance rate for customer issues resolved at the first point of contact with the Call Centre during the quarter, exceeded the 70% performance target set by the OUR. A similar performance was recorded for the preceding period.

The OUR has moved to standardize the customer satisfaction standards measured by the Call Centres operated by JPS and NWC. They are included in the OUR's Determination Notice entitled, *Enhancing Customer Satisfaction through Customer Contact Centre Standards for the Jamaica Public Service Company Limited and the National Water Commission*, which took effect 2020 October 1.

The OUR's Quarterly Performance Report for 2022 July-September can be found on its website at www.our.org.jm.