

**FOR IMMEDIATE RELEASE**

**OUR Holds Customer Consultation on Can-Cara’s Tariff Application for Increased Rates**

**(KINGSTON, Jamaica; 2023 January 12):** The Office of Utilities Regulation (OUR) hosted a virtual consultation with customers of small water provider Can-Cara Development Limited (Can-Cara) on 2023 January 8 as part of its evaluation process for the tariff review application submitted by Can-Cara.

The aim of the consultation was to allow Can-Cara to present to its customers the main aspects of its tariff application to the OUR, including its justification for the rate of increase it is requesting, as well as its plans for improvement in service delivery and customer engagement. Customers were also given the opportunity to pose questions and seek clarifications from their service provider, and voice any area of concern, including quality of service issues.

In addition, Can-Cara customers were notified that they could make additional input for the OUR’s tariff deliberations by emailing feedback by 2023 January 20.

Such consultations assist in developing the Customer Chapter in the OUR’s final decision document on the application submission.

Can-Cara’s Tariff Review Application for Water and Sewerage can be found on the OUR’s website: [www.our.org.jm](http://www.our.org.jm).

**RANGE OF INCREASES REQUESTED**

Can-Cara is seeking approval for a range of increases in water volumetric rates from 43% to 95% and for an increase in sewerage rates ranging from 82% to 148%. The higher end of the range is primarily because Can-Cara is pursuing a reduction in pricing tiers from its current 6-tier band to 4 tiers. The company further requested that its service charge be increased by 41% and miscellaneous fees by up to 66%.

**ABOUT CAN-CARA**

Can-Cara is a privately owned limited liability company providing water and sewerage utility services to the communities of Magil Palms, Chedwin Gardens, White Water Meadows, Jacaranda Homes and Dolly 'B' Meadows in St. Catherine and Meadows of Irwin in St. James.