



the relevant regulated sectors and operating in a fair, independent and transparent manner in fulfilling its obligations to all stakeholders.

The OUR will direct any licensee to make sure that the needs of the consumers are met and that the utility service operates efficiently and in a manner designed to protect the health and well-being of consumers.

MISSION

OUR contributes to national development by effective regulation of utility services that enables consumer access to modern, reliable, affordable and quality utility services; while ensuring that service providers have the opportunity to make a reasonable return on their investment.

WHO WE ARE

The Office of Utilities Regulation Act of 1995 established the Office of Utilities Regulation ('the Office'/OUR) as a body corporate. Under the Act, the OUR is responsible for regulating the provision of utility services in these sectors:

- ▶ **ELECTRICITY**
- ▶ **TELECOMMUNICATIONS**
- ▶ **WATER & SEWERAGE**

THE ROLE OF THE UTILITY REGULATOR

As the regulator, the OUR monitors and ensures that the utilities comply with certain rules and guidelines. The role of the OUR includes developing the framework within which the regulated utilities operate; setting the rates; and service standards for

THE OUR'S OBJECTIVES

- 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 in their relationship with the utility service providers.
- Work with other related agencies in the promotion of a sustainable environment.
- Act independently and impartially.

DEPARTMENTS

- Consumer and Public Affairs (CPA)
- Finance
- Legal
- Administration/Human Resources (Admin/HR)
- Information Technology
- Regulation, Policy, Monitoring and Enforcement (RPME)
- Secretary to the Office (STTO)

ROLE OF THE OFFICE

The Governor General, Sir Patrick Allen, appointed six (6) persons to the OUR, with the Director General serving as an *ex officio* member. Their appointment is a requirement of the Office of Utilities Regulation (Amendment) Act, 2015. They will serve for a period of five (5) years from 2016 January 11.

CONSUMER EMPOWERMENT

The OUR has implemented Overall Standards and Guaranteed Standards to which the electricity and water and sewerage utility providers must adhere.

These standards provide specific, measurable quality of service requirements for consumers of utility services.

Overall Standards are performance measures that drive the general delivery of service by the company. The OUR sets performance targets that the utility company is expected to meet, usually over the life of the company's tariff.

Guaranteed Standards are minimum service level agreements between the OUR and the utility companies to ensure value to customers.

A breach of a Guaranteed Standard results in a compensatory payment to the affected customer account.

Compensation can be made through automatically applying the amount to affected customers' accounts, or through the submission of a completed claim form. This is dependent on the nature of the breach.



CORE PROCESSES

Rule Making

Licence Application

General Procurement

Tariff Review

Corporate Planning

Consumer Appeals



WHAT WE DO?

► - ELECTRICITY

We regulate the electricity sector, which includes the Jamaica Public Service Company Limited (JPS) and Independent Power Producers (IPPs). JPS and IPPs are regulated by the OUR through the provisions of the Electricity Act, 2015 and the Amended and Restated All-Island Electric Licence, 2011.

The Electricity Act, 2015, was introduced in 2015 August 27. This law repealed the Electric Lighting Act, the Electricity (Frequency Conversion) Act and Electricity Development Act, which previously governed the electricity sector. It also consolidates and modernises the laws relating to the generation, transmission, distribution, supply, despatch and use of electricity.

► - TELECOMMUNICATIONS

We regulate the telecommunications sector through the Telecommunications Act. Under the provisions of the Act, the Office regulates specified services and facilities, receives and processes applications for licences and promotes the interests of customers.

► - WATER & SEWERAGE

We regulate the water and sewerage sector which includes the National Water Commission (the main provider of water and sewerage services) and other water and sewerage providers. The Office determines the rates that are to be charged and service level standards applicable to service providers.

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**OFFICE OF
UTILITIES
REGULATION**

Regulating Utilities for the Benefit of All

