

Form No.: STTO/DIO/003	Form Name: Application Requirements and Procedures for Water and Sewerage Utility Provider Licences	Revision No.:3	Page 1 of 2
Original Issue Date: 2009-Jan-21	Approval By: Top Management	Revision Date: 2023-May-19	
<i>No field MUST BE left blank. If not applicable for the completion of this form, insert 'N/A' or 'not applicable' where appropriate</i>			

GENERAL APPLICATION REQUIREMENTS AND PROCEDURES

Governing Applications for Water and Sewerage Utility Provider Licences

1. A letter of intent outlining purpose, nature and rationale for the application should be submitted to the Office of Utilities Regulation (OUR).
2. A completed application form along with supporting documentations should be hand delivered to the OUR or submitted by registered post to:

Office of Utilities Regulation
3rd Floor, PCJ Resource Centre
36 Trafalgar Road
Kingston 10, Jamaica
3. An acknowledgement form will be given for each application submitted to the OUR.
4. All applications and supporting material must be submitted in English.
5. The Office reserves the right to request additional copies of applications and supporting documentation.
6. Additional information may be requested by the OUR or submitted by the applicant in respect of any application at any time before the OUR makes its recommendation to the Minister.
7. Each applicant must pay a non-refundable application fee of **JA\$65,000** on application for the licence. A separate fee is payable in respect of each application. This payment shall be made by certified cheque, bank draft or direct deposit into the OUR's bank account. The information regarding the account number is available on the OUR's website at www.our.org.jm. All cheques must be made payable to the Office of Utilities Regulation.
8. Applicants are required to notify the Office of any change to the information submitted with the application. Notification should be done within fifteen (15) working days of the date of the initial submission.

QUALITY POLICY STATEMENT

OUR RULES: The management and staff of the **OUR** are committed to **R**egulating **U**tility services in accordance with our **L**egislative powers and to the **E**nhancement of customer **S**atisfaction through continual improvement of our quality management system.

ISO 9001:2015 certified

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9. Applicants are required to meet all costs arising from:

- (a) the preparation and submission of applications;
- (b) providing any additional information requested; and
- (c) the processing of each application including responding to public comments and attending at, and making submissions to the Office concerning these applications.

The Office, the Minister with responsibility for water and the Government of Jamaica will not accept responsibility or liability for such costs, regardless of whether or not a licence is granted.

10. All applications and supporting documentation become the property of the OUR upon submission. The OUR will make public the names of corporate entities which have submitted applications as well as such information about the contents of the applications as it deems appropriate. Members of the public and other interested parties will have the right to inspect all applications and supporting documentation and to submit comments to the OUR.
11. All supporting material submitted with individual applications which may contain sensitive/confidential information concerning business or commercial or financial affairs should be submitted along with the application in a sealed envelope marked “**Confidential Information**”. Where the OUR proposes to disclose any such information, it will give the applicant reasonable notice and an opportunity to make representations to the OUR before the Office makes a final decision on disclosure of such information.
12. The OUR reserves the right to conduct discussions with applicants if necessary.
13. Applicants should be prepared to send a representative(s) to the offices of the OUR to discuss their applications and supporting documentation, if requested by the OUR.

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