

The OUR's Consumer Quarterly Performance Report (QPR) provides the public with information and analysis about the complaints received from utility customers. The information includes the number of customer contacts received over the review period; JPS and NWC's performance against the Guaranteed Standards; utilities' responsiveness to our Appeals Process; and the OUR's Consumer Affairs Unit's performance during the period. The 2022 October-December report includes performance information for the quarter, as well as for the calendar year 2022.

COMPLAINTS TO OUR'S CONSUMER AFFAIRS UNIT

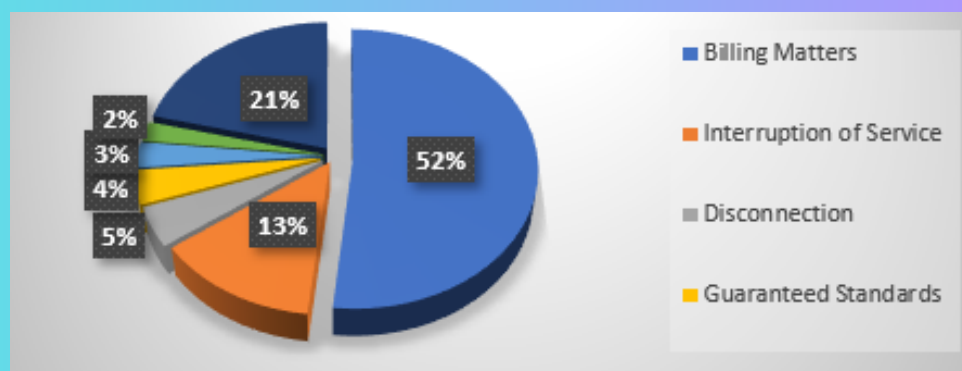
For the 2022 October - December period, the OUR's Consumer Affairs Unit (CAU) received 885 complaints which represented an 11% decrease when compared to the preceding quarter. The data show that the most significant reductions were in the complaint categories of Interruption of Service (-24%) Disconnection (-15%), Guaranteed Standards (-13%), Irregular Supply (-5%), and Billing Matters (-3%).

Overall, the OUR received 4,725 complaints in 2022, an 18% decrease over the preceding year as shown in the table below:

Service Providers	2022	2021	% Change
JPS	2,440	2,469	-1%
NWC	1,216	1,342	-9%
C&WJ (FLOW)	195	607	-68%
Columbus Communications (Flow)	623	934	-33%
Digicel	128	175	-27%
Private/Small Telecoms Service Providers	1	5	-80%
Private/Small Water & Sewerage Service Providers	8	22	-64%
Other/ Not OUR Related	114	217	-47%
Total	4,725	5,771	

MAIN CUSTOMER CONCERNS

The main reasons for utility customers contacting the OUR during 2022 Oct - Dec period are related to Billing, Interruption of Service, Disconnection, Guaranteed Standards, Poor Service Quality, and Irregular Supply. Billing matters included complaints about high consumption, disputed charges, adjustments to customers' accounts, and estimated billing.



COMPENSATION TO CUSTOMERS

Through the OUR's intervention in 2022, \$515,966.13 was secured for utility customers, of which the NWC and Columbus Communications (Flow) accounted for 76% and 17%, respectively. C&WJ (Flow) and JPS accounted for 4% and 3% of the remaining credits, respectively.

GUARANTEED STANDARDS (GS) PERFORMANCE

The Guaranteed Standards (GS) are performance measures that guide basic utility services delivered by the NWC, small water providers and the JPS. If these providers fail to honour the agreement, affected customers are entitled to compensation, which is applied as a credit to their utility account. Guaranteed Standards for these utility providers as well as the relevant claim forms, can be found on the OUR's and the utility providers' websites, or at their customer service offices.

01 Guaranteed Standards breaches: 2,198 or 6% decrease over previous quarter.

02 Guaranteed Standards potential payments to customers : \$9.7m. Actual payments: \$1.3m

03 NWC's main Guaranteed Standards breach - timeline for complaint investigations.



01 Guaranteed Standards breaches: 24,195 or 135% increase over previous quarter.

02 Guaranteed Standards potential payments to customers: \$52.6m. Actual payments: \$52.6m

03 JPS main Guaranteed Standards breach - estimated billing.

The Consumer Quarterly Performance Reports can be viewed on the OUR's website: <https://our.org.jm>