

Media Release

OUR Commends NWC For Reversing Kiosk Charge

(KINGSTON, Jamaica; 2023 December 18): The Office of Utilities Regulation (OUR) has commended the National Water Commission (NWC) on its decision to reverse its charge to customers who use its in-store kiosks to pay bills.

The NWC's decision follows its initial announcement in 2023 January, that there is a \$100 fee requirement to use the kiosks which have been installed at its Marescaux Road, Montego Bay and Portmore commercial locations.

The OUR took an active interest in this development, engaged in discussions with NWC on this new measure and conducted a site visit to see how the kiosk is to be utilised. The OUR team observed that while the kiosks were easy to use, some customers were reluctant to use them because of the \$100 charge.

The OUR also conducted research regarding charges for bill payment by other local utility providers. It was concluded that the NWC was the only utility provider charging customers to pay bills at its customer service offices. The findings were shared with the NWC.

The OUR conducted follow-up checks with the NWC which subsequently advised that customers using the bill payment kiosks will no longer be required to pay for the service. This was reiterated by the NWC at the OUR's 7th Annual Quality of Service Symposium, held on 2023 November 28.

The OUR will continue to vigilantly monitor matters that impact customer service delivery.

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QUALITY POLICY STATEMENT

OUR RULES: The management and staff of the OUR are committed to Regulating Utility services in accordance with our Legislative powers and to the Enhancement of customer Satisfaction through continual improvement of our quality management system.

ISO 9001:2015 certified