

## Media Release

### OUR Monitors JPS Restoration Schedule

**(KINGSTON, Jamaica; 2024 August 7):** Power supply to over sixteen thousand customers across the island has yet to be restored by the Jamaica Public Service Company Ltd. (JPS) according to its most recent restoration schedule of 2024 August 6.

Mindful of the increasing hardship being faced by customers and consumers who are without electricity services, including the other utility services that are dependent on the availability of electricity, the Office of Utilities Regulation (OUR) issued a Directive on 2024 July 31, instructing JPS to repair its damaged network infrastructure and to follow its schedule to restore power to its customers who are currently without electricity. The Directive requests JPS's compliance with 100% restoration of electricity to consumers by **2024 August 12**, except for those communities which are subject to inaccessibility issues.

JPS is to provide the OUR with regular reports on the progress of its restoration efforts. However, the OUR requests that customers contact its Consumer Affairs Unit if there are discrepancies between JPS's schedule and their experience. **Contact: [consumer@our.org.jm](mailto:consumer@our.org.jm) or 876-968-6053.**

According to its latest Hurricane Beryl Restoration Schedule, JPS said that it achieved 97.67% restoration of its customers and that it would restore supply to the remaining customers subject to any inaccessibility issues. It has reported that it is on track for the restoration in all parishes with a delay beyond August 12, only in St. Elizabeth (South Western). JPS has also committed to restoring priority areas identified by the National Water Commission so that water can be returned to communities.

Failure to comply with the OUR Directive within the time specified will render JPS liable to enforcement action pursuant to Section 9 of the Office of Utilities Regulation Act.

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**Contact:** OUR's Public Affairs Unit – [publicaffairs@our.org.jm](mailto:publicaffairs@our.org.jm) or 876-968-6053

#### 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**