

MEDIA RELEASE

OUR Investigating increase in electricity bills

(Kingston, Jamaica, Monday, 2024 August 19) The Office of Utilities Regulation (OUR) has – just over this past weekend – become increasingly aware of several utility customer complaints regarding increasing electricity bills, following the passage of Hurricane Beryl.

The OUR has initiated steps to investigate these complaints. Once the relevant information has been received from the Jamaica Public Service Company Limited (JPS), it will be analyzed to allow us to determine what regulatory intervention is necessary.

We will keep the public updated on the progress of this matter.

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Contact OUR's Public Affairs Unit: 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