

## Media Release

### OUR Issues Power Restoration Directive to JPS

**(KINGSTON, Jamaica; 2024 August 2):** The Office of Utilities Regulation (OUR) has issued a directive to the Jamaica Public Service Company Limited (JPS) to enforce strict compliance with the company's latest schedule for returning electricity supply to customers affected by Hurricane Beryl.

Given that the company has missed previously established timelines, the OUR's Directive, which took effect on July 31, 2024, requires JPS to comply with the latest restoration dates it has given. Failure to comply with this Directive within the time specified will render JPS liable to enforcement action pursuant to section 9 of the Office of Utilities Regulation Act.

The OUR has directed that JPS repair its damaged network infrastructure due to the passage of Hurricane Beryl in accordance with its Restoration Schedule to restore power to its customers who are currently without electricity and *'achieve 100% restoration of electricity to consumers throughout the island of Jamaica, subject to the inaccessibility issues faced in the areas specified as Exceptions ...by 2024 August 12.'*

In commenting on the OUR's latest action, Director-General Ansord Hewitt said, "We have conveyed to JPS in all our engagements that we expect that it will exercise all diligence to expedite restoration. At our last meeting with JPS on Monday, 2024 July 29, it assured us that all service would be fully restored by 2024 August 12 in the most critically damaged areas. The OUR is satisfied that, at this point, enough time has elapsed for JPS to have fully grasped the extent and nature of the damage and disruption to its network, the available resources, and the practicable timeline for restoration. We therefore expect that these are achievable targets."

Mr Hewitt continues, "We are aware that these dates are very little comfort to customers who have been without service since July 3, and so we have urged the company to take every possible step, including the engagement of additional resources, to better these timelines."

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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**