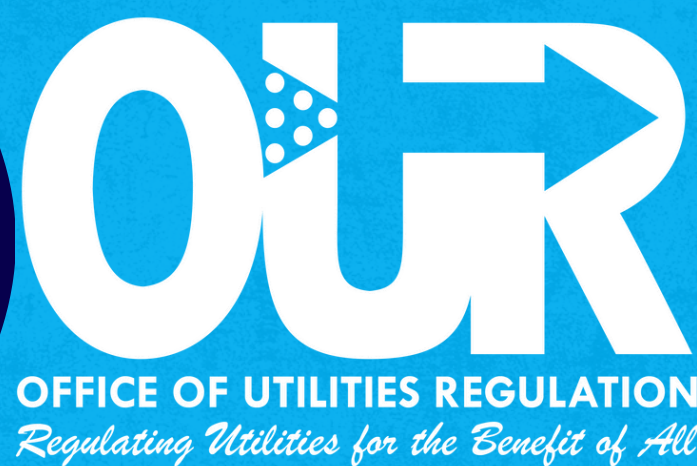


STEPS TO TAKE IF YOU RECEIVED AN UNUSUALLY HIGH ELECTRICITY JPS BILL FOR JULY-AUGUST 2024



The Office of Utilities Regulation (OUR) outlines the following steps for customers of the Jamaica Public Service Company Ltd (JPS) to take if they have experienced 'bill shock' from having received an unusually high electricity bill for the July to August billing cycle.

What to do if you receive a JPS bill that is more than your bill for May-June, that is, before Hurricane Beryl:

1

Step 1: First, take the complaint to JPS, preferably in writing, and include relevant details like your current as well as your last electricity bill. If your complaint is made via the telephone to their Call Centre, make sure that you receive a reference number.

2

Step 2: Contact the OUR IMMEDIATELY if:

- You are not satisfied with JPS's response.
- You are told to just pay the bill, or the service will be disconnected.
- You receive no response from JPS within 30 business days of making the complaint.

How to contact the OUR?

- ✉ consumer@our.org.jm
876-968-6053
Toll Free from landlines:
1888-CALL-OUR (2255-687)
- 📍 3rd Floor, PCJ Building,
36 Trafalgar Road, Kingston 10
- 🌐 www.our.org.jm