



## **Nominations open for 2<sup>nd</sup> Annual CACU Utility Customer Service Award**

**(KINGSTON, Jamaica; 2024 October 3):** Nominations for the 2<sup>nd</sup> Annual Utility Customer Service Distinction Award, sponsored by the Consumer Advisory Committee on Utilities (CACU) opened on Tuesday, 2024 October 01.

The Award, which will close on Wednesday, 2024 October 30, will be presented to the winner on 2024 November 6. The customer service team at the National Water Commission walked away with the award last year.

Launched last year, the Award is intended to acknowledge and recognize excellence in customer service by a utility staff member who establishes and maintains a positive and effective working relationship with internal and external customers, fellow employees of the company, and the general public.

The individual will be identified by their colleagues and/or customers as being dedicated to continuously improving customer satisfaction, exceeding expectations, and reacting appropriately to ensure customer satisfaction. The nominee must also demonstrate excellence in resolving customer complaints, conflicts and/or challenges presented by consumers.

The winner will receive a plaque and a non-cash prize.

CACU Chairman, Yasmin Chong says, *“Last year, we were heartened by the number and quality of the submissions. We were even happier that utility customers participated, and in fact, it was one such nomination that won the inaugural award.”*

Nominations for this year’s award will close on Wednesday, 2024 October 30. Details on the criteria and eligibility as well as the application form can be found via this link: <https://our.org.jm/utility-customer-service-distinction-award-2024/>.

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### **About CACU**

The Consumer Advisory Committee on Utilities (CACU) was established in 2004 to provide the Office of Utilities Regulation (OUR) with a forum through which it can receive consumers' views on broad regulatory issues as well as their perspectives on issues affecting the relationships between the utility companies and consumers. As the principal forum and point of contact for the OUR in its consideration of consumer issues and concerns, the membership is drawn from consumer groups, the private business sector, academia, the Consumer Affairs Commission (CAC) and the public.

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Contact: [cacu2@our.org.jm](mailto:cacu2@our.org.jm)