



FOR IMMEDIATE RELEASE
CACU TO AWARD UTILITY PROVIDER OF THE YEAR

(KINGSTON, Jamaica; 2025 February 6): The Consumer Advisory Committee on Utilities (CACU) will recognise the Utility Provider of the Year at its annual Utility Customer Service Distinction Award to be held later this year.

The Award was launched in 2023 as a single award to showcase the high-quality customer service offered by utility service providers. It acknowledges and recognises excellence in customer service by a utility staff member who establishes and maintains a positive and effective working relationship with external customers, fellow employees, and the general public.

Last year, a Technical Operator at Digicel Jamaica, Marlon Williams, won the Award from among eleven (11) nominees from utility customers and the major utility providers: Digicel, FLOW, Jamaica Public Service Company Limited and the National Water Commission.

In announcing the additional award to recognise the top Utility Provider, CACU Chair, Yasmin Chong said that it came from a suggestion that an annual utility award be considered to further enhance and balance this important initiative by honouring a utility employee and the utility of the year.

“The past two years have shown us that all our nominees embody adaptability, creativity and resilience, which are essential for success. The original award was not just open to employees who by their job description readily identify as providing customer service, but included engineers, linesmen, and technicians; the common factor is they are all in one way or another customer-facing and customer-impacting,” she said.

“We are no strangers to the lapses in the quality of customer service that is often delivered to utility customers and we believe it is now time to recognise the points of success and the performance from the service providers themselves”, the CACU Chair noted. The new award will seek to identify the service provider who delivers the highest quality of customer satisfaction during the period under review.

In preparation for the 2025 Awards, the CACU Chair revealed the following dates for the 2025 staging of the Utility Customer Service Award nomination process and awards ceremony:

Call for Nominations: Monday, October 13, 2025

Nominations Close: Wednesday, November 05, 2025 at 11:59 pm

Judges' Decision: Thursday, November 20, 2025

Awards Presentation Ceremony: Wednesday, November 26, 2025

CACU to Award Utility Provider of the Year .../2

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.

-30-