

## Media Release

### FOR IMMEDIATE RELEASE

#### OUR Gets Over \$6M for Utility Customers

**(KINGSTON, Jamaica; 2025 July 17):** The Consumer Affairs Unit (CAU) of the Office of Utilities Regulation (OUR) has, through its intervention secured, about \$6.3M for utility customers. This information is contained in the OUR's Quarterly Performance Report for 2025 January-March.

The compensation comprises previously unreported credits to customer accounts in earlier periods plus \$3.21M relating to payments made in the January to March quarter. Payments by JPS accounted for \$4.15m, or 66%, and NWC for \$1.38m, or 22% of this total. Columbus Communications (Flow), C&WJ (Flow), and Digicel accounted for \$425,475.49 (7%), \$259,312.94 (4%), and \$50,519.47 (1%), respectively.

An additional \$62.1M compensation was also made by way of credit to customer bills by the Jamaica Public Service Company Limited (JPS) and the National Water Commission (NWC) for breaches of the Guaranteed Standards (GS) for the quarter.

JPS's compliance report on its GS performance for the review period indicated that 25,043 breaches were committed, representing a 5% decrease compared to the preceding quarter. These breaches attracted compensatory payments of approximately \$56.7M, all of which were applied automatically to the affected customers' accounts.

The NWC's Guaranteed Standards compliance report for the review period indicates that 3,808 breaches were committed during the review period, representing a 23% increase over the preceding period. These breaches had a potential payout of approximately \$17.9M, while actual payments amounted to approximately \$5.4M, or 30% of total potential payments, and were made through automatic credits to the affected accounts. The remaining 70% of potential payments not made include those breaches for which the affected customers did not submit the required claim forms for validation.

Additionally, Small Water and Sewerage Service Provider Can-Cara Development Limited committed four breaches of its GS for which compensation of \$16,716.16 was automatically applied to the affected customer's account.

During the 2025 January – March quarter, there was an 8% reduction in the number of contacts the OUR's Consumer Affairs Unit received. The most significant decrease was in the category of Interruption of Service which went down by 45%.

At 51%, billing matters remained the main reason utility consumers contacted the CAU, with JPS (25%) and NWC (21%) accounting for the highest number of such concerns.

The OUR's latest QPR can be found on its website: [www.our.org.jm](http://www.our.org.jm).

-30-

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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**