

OUR Gets Over \$6M for Utility Customers

FOR IMMEDIATE RELEASE

Voting Opens for CACU's Utility Provider of the Year Award

Kingston, Jamaica – August 25, 2025 — The Consumer Advisory Committee on Utilities (CACU) is pleased to announce that voting is now open for the newly introduced Utility Provider of the Year Award, a key addition to its annual Utility Customer Service Distinction Awards.

This new category recognises utility companies that consistently deliver outstanding customer service across Jamaica. It complements CACU's existing individual awards, which celebrate frontline staff who go above and beyond in serving customers.

The award will honour the utility provider that demonstrates the highest levels of customer satisfaction, responsiveness, and service excellence during the review period. Eligible providers include Digicel, FLOW, Jamaica Public Service Company Limited (JPS), and the National Water Commission (NWC).

“This new award allows us to spotlight the broader organisational efforts that contribute to exceptional customer experiences,” said Yasmin Chong, Chair of CACU.

The winner will be determined through a combination of utility customers' popular vote and expert evaluation, incorporating findings from the Office of Utilities Regulation's (OUR) Mystery Shopping 2025.

Voting is open to all utility customers and will remain active until October 31, 2025, at 11:59 p.m.

Utility Customers are encouraged to cast their votes and help celebrate excellence in service delivery.

For more information and to vote, visit www.our.org.jm.