



The Winston Hay “Most Innovative Utility Consumer Initiative Award”

Sponsored by the Office of Utilities Regulation (Jamaica)

Nomination Criteria:

To qualify for the Most Innovative Utility Consumer Initiative Award, the project must meet the following criteria:

- 1) Leadership and Influence
 - Demonstrated leadership in shaping consumer-focused utility policies.
 - Advocacy for consumer empowerment and protection.
- 2) Innovation and Adaptability
 - Introduction of novel approaches that enhance consumer experience.
 - Adaptation to emerging trends in utility service delivery.
- 3) Impact on Stakeholders
 - Tangible benefits to consumers, such as improved customer service, access, affordability, or service quality.
 - Enhanced transparency and responsiveness in utility operations.
- 4) Achievements and Outcomes
 - Measurable improvements in consumer satisfaction.
 - Evidence of sustained positive change driven by the initiative.
 - Showcased significant achievements, such as improved regulatory compliance, sectoral performance, or sustainability goals.

Eligibility:

- Any regulatory project, implemented by any OOCUR member or affiliated consumer group within the 2023-2025 period, is eligible.
- Projects can be nominated by peers, stakeholders, or self-nominated.

Nomination Process

The nomination process for the Most Innovative Utility Consumer Initiative Award is as follows:

Nomination Period: The nomination period will be open from September 1, 2025, to Tuesday, September 30, 2025.

Nomination Submission Checklist

Completed Nomination Form Includes:

- Title of the initiative
- Name of the organization
- Contact details of the nominee
- Summary of the initiative (purpose, scope, and timeline)

Project Summary or Report

A comprehensive document outlining:

- The problem or opportunity addressed
- Goals and objectives
- Implementation strategy and timeline
- Key stakeholders involved
- Challenges encountered and how they were overcome

Visual Documentation

Materials that visually represent the initiative, including:

- Photographs of events, installations, or community engagement
- Videos showcasing implementation or testimonials
- Infographics summarizing results or impact

Evidence demonstrating the initiative's effectiveness, such as:

- Improvements in service delivery or customer satisfaction
- Reduction in complaints, etc.
- Increase in consumer engagement or participation
- Cost savings or operational efficiencies

Media Coverage

Evidence of public recognition or outreach, such as:

- Newspaper or magazine articles
- TV or radio interviews
- Social media posts or campaigns
- Press releases or newsletters

Selection Process

The selection process is designed to ensure a fair and transparent evaluation of nominees:

Nomination Review Panel

A panel comprising experts from the regulatory, policy, and industry sectors will review all submissions. The panel may include members of OOCUR, senior regulators, and professionals with expertise in the regulatory field.

Evaluation Criteria:

Each nomination will be evaluated based on:

- Alignment with the criteria of leadership, innovation, collaboration, and impact.
- Measurable outcomes (e.g., regulatory effectiveness, industry improvements).

Shortlisting: The panel will shortlist up to five regional agencies for further consideration based on the evaluation.

Final Decision: The winner will be selected from the shortlisted nominees based on their overall performance against the award criteria. The selection process will be transparent and documented.

Announcement: The winner will be announced at the 20th OOCUR Annual Conference.

To submit your nomination or for more information: executivedirector@newoocur.org; oorcur25ja@our.org.jm and visit <https://newoocur.org>.

Let's celebrate the regulatory agencies and their affiliates that are shaping the future of the Caribbean's regulatory environment!