Office of Utilities Regulation

Consumer Affairs Unit

Quarterly Performance Report

2025 April - June

Publication Date: 2025 September 30

OFFICE OF UTILITIES REGULATION

36 Trafalgar Road, Kingston 10

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The Role and Objectives of the OUR

The Office of Utilities Regulation Act of 1995 established the Office of Utilities Regulation (**OUR**) as a body corporate. Under the Act, the OUR is charged with regulating the provision of utility services in the electricity, telecommunications and water, and sewerage sectors. The objectives are to:

- Ensure that consumers of utility services enjoy an acceptable quality of service at a reasonable cost.
- Establish and maintain transparent, consistent, and objective rules for the regulation of utility service providers.
- Promote the long-term efficient provision of utility services for national development consistent with Government policy.
- Provide an avenue of appeal for consumers who have grievances with the utility service providers.
- Work with other related agencies to promote a sustainable environment, and act independently and impartially.

The Consumer and Public Affairs Department

The OUR discharges its mandate to protect utility consumers through the Consumer and Public Affairs (CPA) Department. The Consumer Affairs Unit, the Public Affairs Unit (PAU) and the OUR Information Centre (OURIC) comprise the CPA Department. This Department is the section of the OUR that directly interfaces with utility consumers and one of its main responsibilities is to investigate appeals of decisions made by utility service providers brought by aggrieved consumers.

The Consumer Affairs Unit (CAU)

Among other things, the CAU receives, records and processes utility consumer complaints and appeals, monitors trends in consumer complaints and provides the Office with advice on measures to improve consumer welfare.

The CAU uses the results of analyses of customer complaints about utility companies' services as a primary input to its policy development and advice to the Office. Feedback from consumers at town meetings, public forums, and the media is also a key source for opinions and activities regarding utility services.

A consumer survey which seeks consumer feedback on a range of consumer issues is conducted every 18 - 24 months. Additionally, a public education programme is pursued, which includes organising consultations with stakeholders on pertinent regulatory matters.

The PAU manages the public education programme, media relations and the website, while the Information Centre (OURIC), *inter alia*, provides information in keeping with the requirements of the Access to Information Act. Through the CPA department, the OUR also funds the Consumer Advisory Committee on Utilities (CACU) activities, which was established to operate as an independent advocacy group providing critical feedback and support for consumer issues.

The Intent and Purpose of the Quarterly Performance Report

The Quarterly Performance Report (QPR) is prepared by the Consumer Affairs Unit (CAU) and provides the public with information and analysis about the contacts received from utility providers. The information includes the number of customer contacts received over the review period; JPS and NWC's performance against the Guaranteed Standards; utilities' responsiveness to our appeals process; and the Unit's performance against the Appeals Process timelines.

The QPR is intended to be a fair, reasonable, and transparent report of the above-mentioned activities. The statistics for each reporting period are gathered from our Customer Information Database and reflect the contacts received from utility consumers island wide. These contacts are received via various channels, namely: letters, telephone, walk-ins, e-mails, fax and social media.

Methods of Calculation

The methods of calculation used include summation, quarterly, and year-on-year comparisons. The resort latterly to normalise the number of contacts by expressing this as per customer base reflects our allowance for fair comparisons. Consequently, the report cites the number of contacts per 100,000 of the service provider's customer base. Even so, it is recognised that the telecommunications sector, with its heterogeneous customer bases, presents a peculiarity in comparison with the water and electricity utilities that have more homogenous customer bases. The information should be interpreted as a sample or statistical representation of the intake to the Unit.

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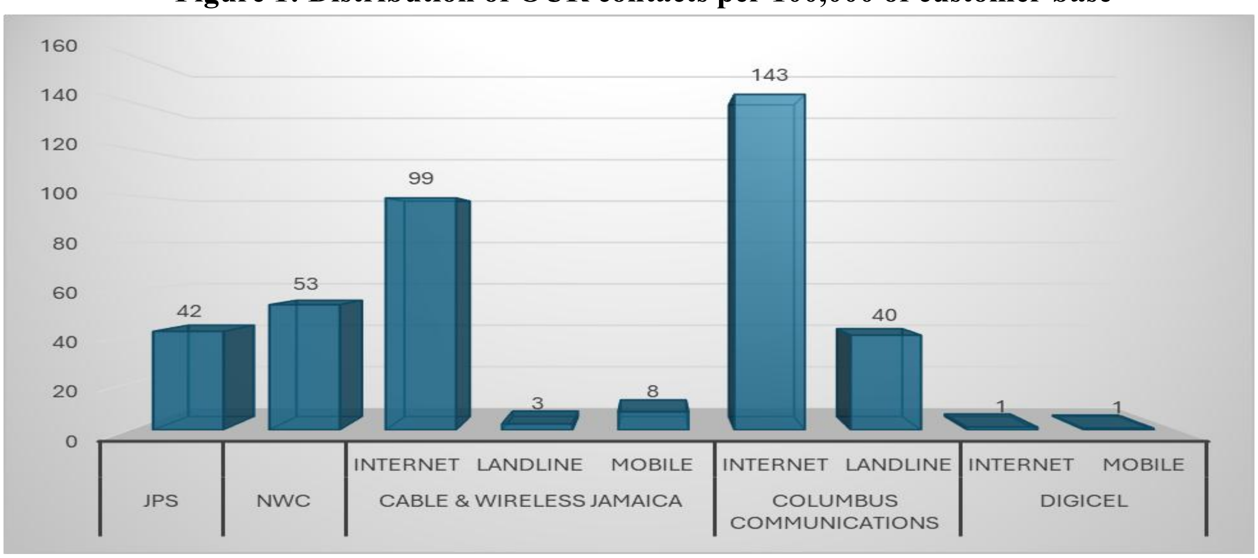
Executive Summary

The 2025 April - June quarter saw the OUR's Consumer Affairs Unit (CAU) receive 944 contacts, representing a 10% increase over the preceding quarter. The data show that the most significant increases were in the categories of Poor Service Quality (117%) and Guaranteed Standards (13%). The following shows the distribution of contacts per service provider[1]:

- Jamaica Public Service Company Ltd. (JPS) – 290 (31%)
- National Water Commission (NWC) – 285 (30%)
- Cable & Wireless Jamaica Ltd. (Flow) – 147 (16%)
- Columbus Communications (Flow) – 123 (13%)
- Digicel – 29 (3%)
- Private Telecommunications Providers, Private Water & Sewerage Service Providers, and Other (Not Utility Provider Related, e.g., cable service) – 70 (7%).

While JPS at 290 accounted for the most contacts, Figure 1 shows that Columbus Communications (Flow) accounted for the highest numbers, at 143 per 100,000, in proportion to its internet customer base.

Figure 1: Distribution of OUR contacts per 100,000 of customer base

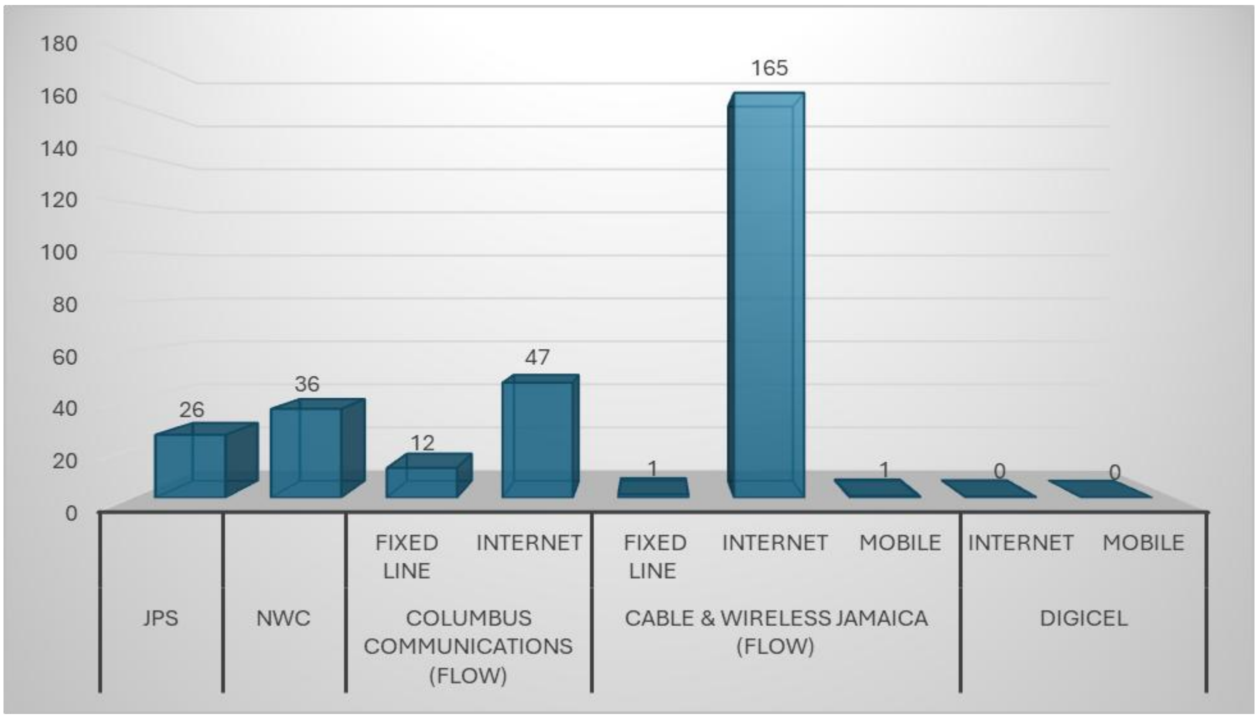


[1] Details on contact distribution per service provider can be seen in Table 6 on page 25.

Billing matters remained the main reason utility consumers contacted the CAU, at 47%. JPS (19%) and NWC (20%) accounted for the highest number of billing-related matters.

As shown in Figure 2, the service providers with the highest number of billing-related contacts per 100,000 of their customer bases were C&WJ (Flow) at 165 and Columbus Communications (Flow) at 47, respectively, of their internet customer bases.

Figure 2: Distribution of OUR billing contacts per 100,000 customer base



Service interruption remained the second-highest reason for customer contact with the CAU for the review period, accounting for 14% of total contacts.

Chapter 1: Utilities' Responsiveness

(i) Acknowledgements

During the April - June period, fourteen (14) new appeals were accepted for investigation, of which seven (7) related to JPS, six (6) were for the NWC and one (1) for Runaway Bay Water Company Ltd. (RBWC). Requests for information (case letters) were sent for all the new appeals.

The service providers are required to acknowledge OUR's case letters within five (5) business days. As shown in Table 1, the service providers' compliance ratings for acknowledging our Case Letters within the agreed timeline were: JPS - 100% (7/7), NWC - 83% (5/6), and RBWC 100%.

Table 1: Acknowledgement within Standard (5 business days)

Quarters (2025)	**JPS**	**NWC**	**RBWC**
January - March	100%	100%	N/A
April - June	100%	83%	100%

(ii) Response to Case Letters

Service providers should respond to case letters within thirty (30) business days. As Table 2 shows, JPS attained a 100% compliance rating for submitting all three responses within the agreed timeline. The remaining responses from JPS were not due by the end of the review period. For the NWC, five of the six responses were received, with only one arriving outside the agreed-upon timeline. RBWC submitted its response within the agreed timeline.

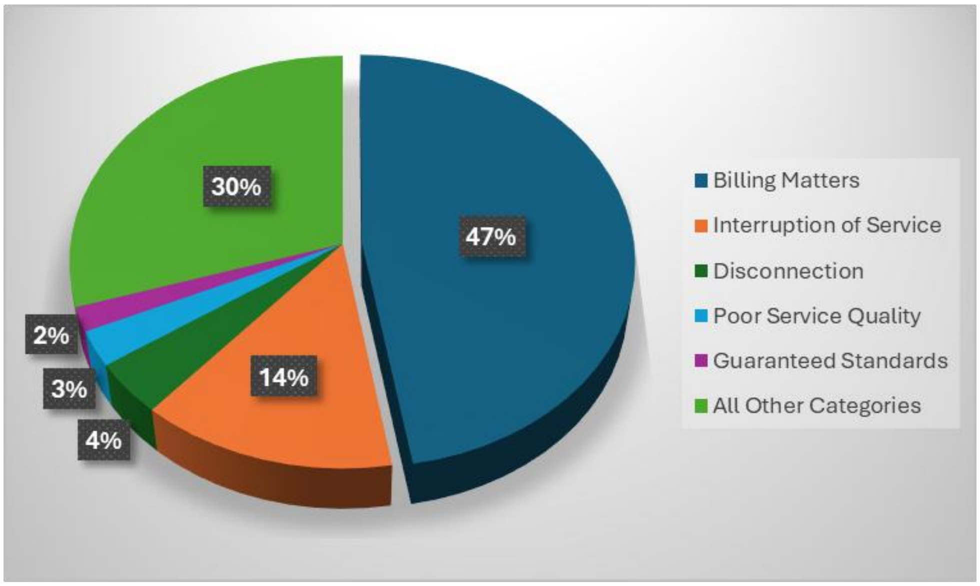
Table 2: Response to case letters within standard (30 business days)

Quarters (2025)	**JPS**	**NWC**	**RBWC**
January – March	100%	67%	N/A
April - June	100%	0%	100%

Chapter 2: Main Customer Concerns

The main reasons for utility customers contacting the CAU during the quarter related to Billing, Interruption of Service, Disconnection, Poor Service Quality, and Guaranteed Standards (Figure 3). Further details on all contacts distributed per category are provided in Table 7.

Figure 3: Main Concerns



(i) Billing

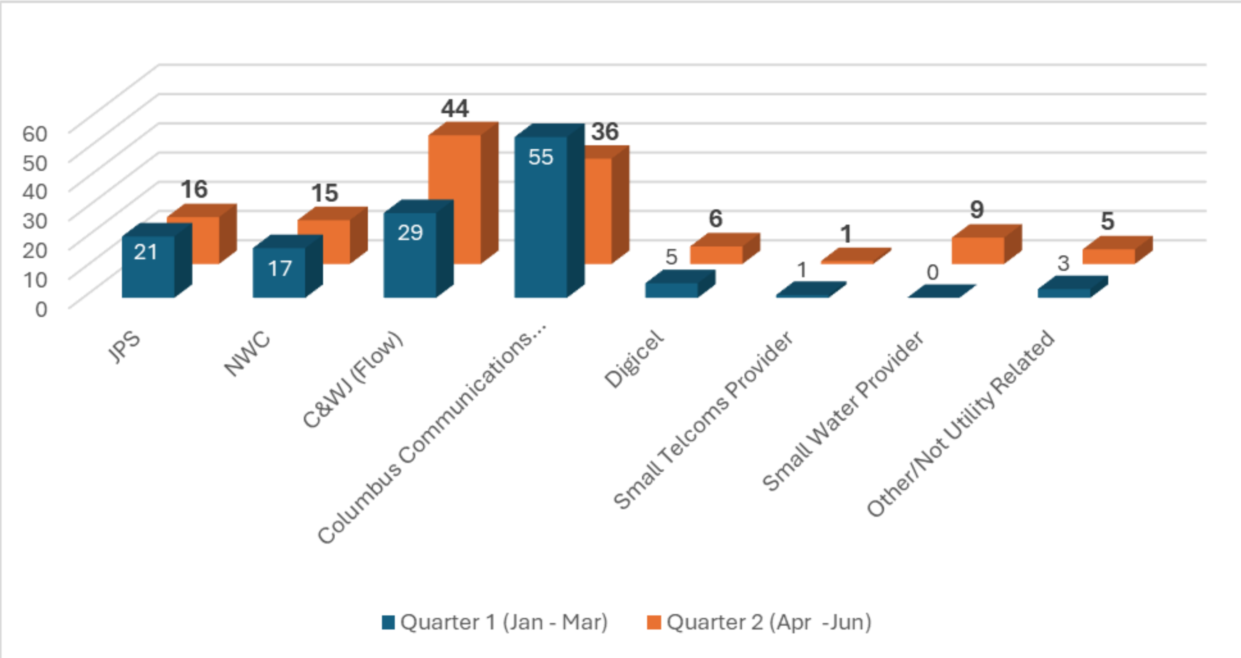
At 47%, billing matters remained the main reason for customer contacts received by the CAU. These matters included disputed charges, high consumption, customer account adjustments, and estimated billing.

JPS and NWC continued to account for the most billing contacts, with 177 (19%) and 193 (20%), respectively. Columbus Communications (Flow) and C&WJ (Flow) each accounted for 40% (4%) and 22% (2%), respectively. Digicel, Small Water/Sewerage Service Providers, and Other/Not Utility Related (e.g. cable services) accounted for the remaining 15 (2%).

(ii) Interruption of Service

Service interruption contacts decreased by one percentage point, to 14%, when compared to the preceding quarter. As seen in Figure 4, C&WJ (Flow) and Columbus Communications (Flow) accounted for the highest number of related contacts, with 5% (44) and 4% (36), respectively. JPS and NWC each accounted for 2% with(16 and (15 contacts respectively, while Small Water & Sewerage Service Providers accounted for the remaining 1% (9).

Figure 4: Quarterly Service Interruption Contacts



(iii) Disconnection

Similar to the preceding quarter, disconnection contacts remained at 4% and were mainly attributable to C&WJ with 2% and JPS and NWC with 1% each.

(iv) Poor Service Quality

Poor Service Quality accounted for 3% of total contacts and saw the highest percentage point increase of 117% when compared with the previous period. However, given that the actual numbers were 26 in the review period and 12 in the previous period, the 26 for this period is not significant when compared with the other main reasons for contact, despite the high percentage increase over the previous period.

Chapter 3: Guaranteed Standards Performance

(i) What are the Guaranteed Standards?

The Guaranteed Standards (GS) are performance measures that guide the provision of utility services delivered by JPS, NWC, and small water and sewerage service providers. If the companies fail to honor the agreement, the affected customer is entitled to compensation, which is applied as a credit to their utility account.

(ii) How are customers compensated?

NWC: Compensation for a breach of a standard is four (4) times the applicable service charge OR six (6) times the service charge for those in the special compensation category. Where applicable, customers must submit their claims within 120 days of the breach. Breaches of individual standards will attract compensation of up to six (6) periods of non-compliance.

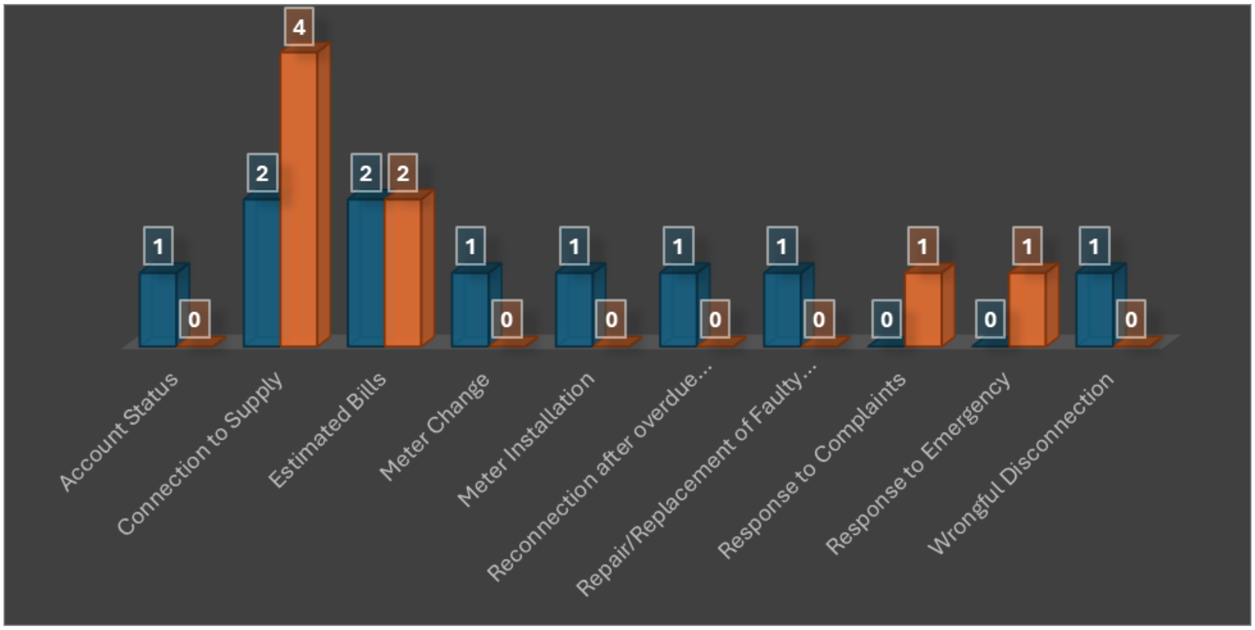
JPS: Residential customers: equivalent to the reconnection fee. Commercial customers: four (4) times the customer charge. Breaches of individual standards will attract compensation of up to eight (8) periods of non-compliance.

(iii) Quarterly report on breaches

Eighteen (18) contacts were received from JPS and NWC customers concerning alleged breaches of the GS, representing two percent (2%) of the total contacts received. Eight (8) were in relation to JPS, and ten (10) were for the NWC.

As is seen in Figure 5, *Connection to Supply* and *Estimated Bills* accounted for the highest number of contacts about alleged breaches of the GS for JPS and the NWC.

Figure 5: Guaranteed Standards Contacts



The GS reports submitted by the JPS and NWC did not reflect the alleged incidents of breaches reported to the OUR.

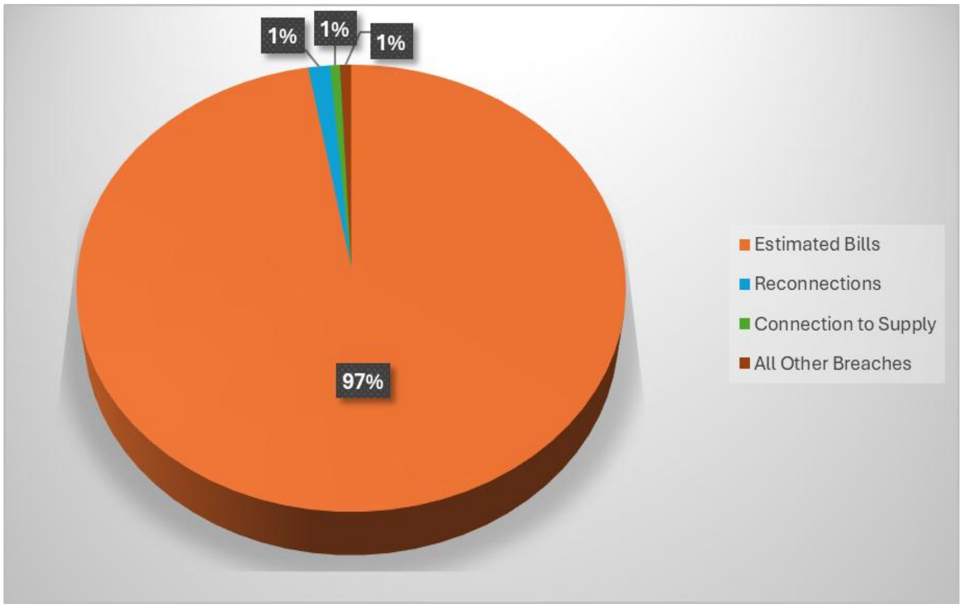
(iv)Utilities' Performance on Guaranteed Standards

JPS

JPS's compliance report on its GS performance for the review period indicated that 22,720 breaches were committed, representing a 9% decrease compared to the preceding quarter. These breaches attracted compensatory payments of approximately $50.3 million, all of which were applied automatically to the affected customers' accounts.

Guaranteed Standards related to *Estimated Bills* (which restricts JPS from sending more than two consecutive estimates without a penalty), *Reconnection* (which requires that JPS restores supply within 24 hours of payment of overdue amounts) and *Connection to Supply* (which prescribes the time within which JPS is to make a simple connection) remained the standards that accounted for the highest incidents of breaches (see Figure 6). These standards accounted for approximately 99% of breaches and 100% of compensatory payments.

Figure 6: JPS Reported GS Breaches

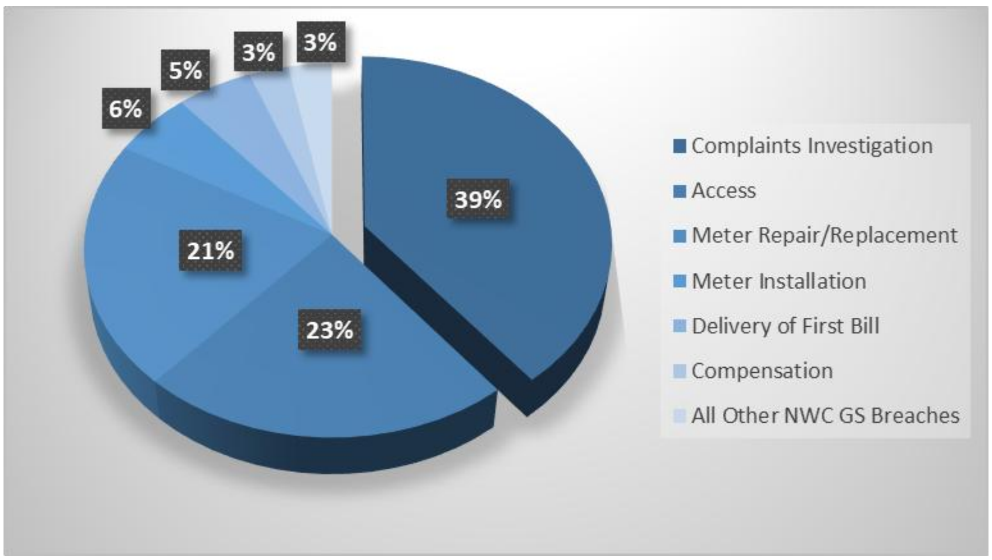


NWC

The NWC's Guaranteed Standards compliance report for the review period indicates that 3,690 breaches were committed during the review period, representing a 3% decrease over the preceding period. These breaches had a potential payout of approximately $19.6 million, while actual payments totaled approximately $8.8 million, representing 45% of the total potential payments, and were made through automatic credits to the affected accounts. The remaining 65% of potential payments not made include those breaches for which the affected customers did not submit the required claim forms for validation.

As shown in Figure 7, the standards with the highest incidents of breaches for the NWC were *Complaint Investigations* (which require the NWC to complete investigations and respond or provide an update within 30 working days of receipt of a complaint), *Access/New Service Connection* (which requires NWC to connect a new supply within 10 working days), *Meter Repair/Replacement* (which stipulates that defective meters are to be verified repaired/replaced within 20 working days), Meter Installation (which allows a maximum of 30 working days for meter installation on customer's request), *Delivery of First Bill* (which requires the NWC to provide the customer with the first bill within 40 working days after connection of supply and meter installation) and *Payment of Compensation* (which requires the NWC to process and apply GS compensation to customer's accounts within thirty (30) working days). These six (6) standards represented 97% of total breaches and 96% of potential compensation.

Figure 7: NWC Reported GS Breaches



Private/Small Water and/or Sewerage Service Providers' Guaranteed Standards Report

In keeping with the provisions of their licenses and OUR Determination Notices, licensed Private/Small Water and/or Sewerage Service Providers (PWSSP) are required to submit quarterly reports on their Quality of Service (QoS) standards performance, which include the Guaranteed and relevant Overall Standards.

As Table 3 shows, the PWSSPs were mostly compliant, as seven of eight (88%) submitted their QoS reports for the review period. However, of the seven reports received, only two, representing 29%, were submitted within the stipulated timeline.

Table 3: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions

Licensees to Submit Quarterly QoS Reports	2025 January - March	
	Due Date	**Submission Date**
Can-Cara Development Ltd. (CDL)	2025.08.13	2025.08.14
Dynamic Environmental Services Ltd. (DEML)		2025.08.21
Dairy Spring Ltd. (DSL)		2025.08.25
Landmark Developers Limited		Not Received
Runaway Bay Water Company Ltd (RBWC)		2025.08.18
Rosehall Development Ltd. (RDL)		2025.08.12
Richmond Environmental Services Ltd. (RESL)		2025.08.08
Tryall Golf and Beach Club (TGBC)		2025.08.22

Analysis of the quarterly GS reports received from the PWSSP indicates that no breaches of the GS were committed by the service providers.

Chapter 4: Customer Contact Centre/Call Centre Performance Reports

In recognition of the important role of Customer Contact Centres (Call Centres) in customer service delivery, the OUR has deemed it necessary to include a report on the performance of the JPS and NWC Call Centres. Here, the focus is placed on the Key Performance Indicators (KPIs) on general customer satisfaction levels for NWC and JPS, which includes their performance on First Call Resolution Rate (FCR).

NWC:

As seen in Table 4, the NWC Call Centre Report for the review period, when compared to the preceding quarter, indicates that the *Average Speed of Answer* decreased by three seconds; *Average Talk Time* and *Average Length of Calls* increased by 39 and 58 seconds, respectively; *Percentage of Abandoned Calls* increased by .07% while the *Percentage Service Level* remained at 92%. *First Call Resolution Rate* decreased by 4.5 percentage points.

Table 4: NWC's Call Centre Performance

		2025 Performance	
KPIs	***KPI Definition***	Jan - Mar	**Apr - Jun**
Average Speed of Answer[2]	Average time for answering calls	0:00:17	**0:00:14**
Average Talk Time	Average time spent talking to customers	0:04:37	**0:05:16**
Average Length of Call (Call Handle Time)	Combination of Average Talk Time, Average After Call Work and Hold Time	0:06:25	**0:07:23**
Percentage Service Level[3]	Percentage of calls answered within 20 seconds	92%	**92%**
Percentage of	Percentage of calls not	1%	**1.07%**

[2] International Standard for the Average Speed of Answer is 20 seconds

[3] International Standard for Percentage Service Level is 80% of calls answered within 20 seconds

Abandoned Calls	serviced		
First Call Resolution Rate[4]	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	**95%**	**89.93%**

JPS:

As seen in Table 5, the JPS Call Centre Report for the review period, when compared with the preceding quarter, indicates that the *Average Speed of Answer and Average Length of Calls* increased by five and 27 seconds, respectively. *Average Talk Time* decreased by 2 seconds while the *Percentage of Abandoned Calls* remained at 1%. The *Percentage Service Level* and *First Call Resolution Rate* decreased by two and three percentage points, respectively.

Table 5: JPS Call Centre Performance

		2025 Performance	
KPIs	***KPI Definition***	Jan - Mar	**Apr - Jun**
Average Speed of Answer	Average time for answering calls	0:00:05	**0:00:10**
Average Talk Time	Average time spent talking to customers	0:04:53	**0:05:20**
Average Length of Call (Call Handle Time)	Combination of Average Talk Time, Average After Call Work and Hold Time	0:05:22	**0:05:20**
Percentage Service Level	Percentage of calls answered within 20 seconds	97%	**95%**
Percentage of Abandoned Calls	Percentage of calls not serviced	1%	**1%**
First Call	Customer's	90%	87%

[4] Compliance Target set for NWC and JPS First Call Resolution Rate is 70%

** Represents the average for July and August only as the data for September showed inaccuracies that are being investigated

Resolution Rate	complaint/issue being resolved/solved at the first point of contact with the Call Centre

Chapter 5: Notification of Planned Outages Report

As part of their agreed Quality of Service Standards, the JPS and NWC must submit reports relating to their performance in notifying customers within a specified timeline about planned outages. This standard is a part of the Overall Standards for JPS (EOS 1) and the Performance Targets for the NWC.

JPS:

Under EOS 1, JPS must give customers 48 hours (2 days) notice of planned outages. During the review period, JPS reported a 71.9% compliance rate for this standard, showing that the company was 28.1 percentage points below the target of 100%.

NWC:

The NWC performance targets specify a 98% success rate for providing 12 hours’ notice of planned service interruptions lasting no more than 4 hours. However, if a planned interruption is expected to exceed four hours, the NWC must give at least 24 hours’ notice with a 90% success rate.

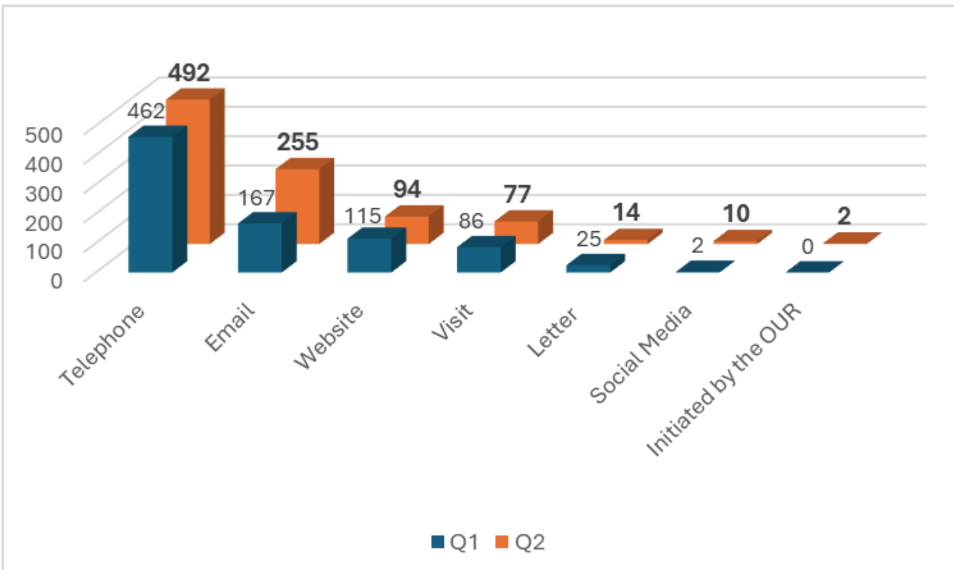
Based on notifications to the public for outages lasting no more than 4 hours, the NWC achieved a 75% compliance rating, with three of the four relevant notices issued within the established target.

For notifications exceeding four hours, the NWC also achieved a compliance rating of 61%, which fell 29 percentage points short of the established target of providing at least 24 hours' advance notice. Of the 23 related notifications received, 14 complied with the stated target.

Chapter 6: Customer Contact Distribution

At 52%, the telephone remained the most frequently used method for customers to contact the OUR. Emails, the OUR's website, and visits followed, with 255 (27%), 94 (10%), and 77 (8%) of contacts, respectively. Social media and letters shared the remaining 26 (3%). The details are provided in Figure 8.

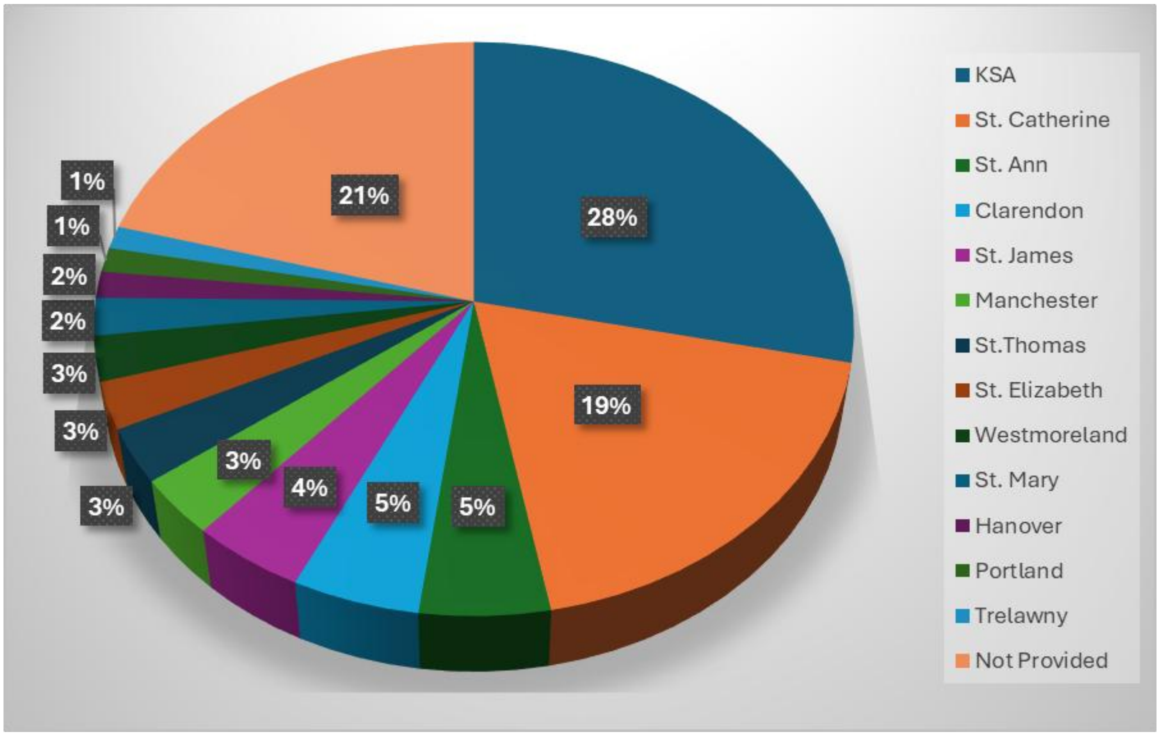
Figure 8: Methods of Contact



Geographical Distribution of Contacts

Kingston and St. Andrew and St. Catherine, at 28% and 19% respectively, continued to account for the most contacts. St. Ann and Clarendon followed with 5% each while St. James accounted for 4%. All other parishes each had a share of 3% or less. Twenty-one percent (21%) of the contacts received provided no information on their location/parish, or the information was not recorded. Details are provided in Figure 9.

Figure 9: Geographic Distribution of Contacts



Chapter 6: Appeals Performance

(i) Closure of Appeals [5]

Six (6) appeals were closed during the review period, of which 4 (67%) were resolved in favour of the utility service providers, one (17%) was resolved in the customer's favour, and the remaining one (17%) was withdrawn by the customer. Half of the closed appeals were resolved within the established sixty-five (65) working days, with the remaining half being closed outside of the timeline.

(ii) Outstanding Appeals[6]

At the end of the review period, thirteen (13) appeals remained outstanding because they exceeded the established sixty-five (65) business days for resolution. Of these appeals, seven (7) were awaiting OUR's action. For the remaining six outstanding appeals, we are awaiting a response from JPS and five responses from the NWC.

JPS accounts for five (5) of the outstanding appeals, which relate to three (3) cases of equipment damage and two (2) property damage matters. The eight outstanding appeals for the NWC all relate to billing matters.

Appeals Process Resolution Rate

Of the fourteen (14) new appeals that were accepted for investigation, responses were received for three (3) within the established timeline and two (2) outside of the timeline. However, follow-up actions were taken on three of the appeals for which responses were received. The response timelines for the remaining appeals did not expire by the end of the review period.

All relevant information was received for two (2) of the new appeals for which final decisions were made and communicated to both (100%) customers (by way of Final Letters) within the stipulated timeline. Further details on the CAU's performance on some key Appeals Process activities are provided in Table 10, Appendix I.

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[5] Breakdown of Appeals Closures can be seen in Table 8 on page 26.

[6] Breakdown of Outstanding Appeals can be seen in Table 9 on page 26.

Chapter 7: Consumer Affairs Highlights

(i) Credits/Compensation

Through the OUR's intervention, $4,311,729.09 was secured for utility consumers. Of this amount, JPS and NWC accounted for $2,258,824.21 (52%) and $1,173,999.14 (27%), respectively. Columbus Communications (Flow), C&WJ (Flow) and Digicel accounted for $527,381.54 (12%), $330,975.62 (8%), and $20,548.58 (1%), respectively.

Of the total credits secured, $2,626,471.55 (61%) were recorded during the reporting period, but they were applied to customers' accounts by the service providers in previous periods.

(ii) OUR's recommendations on its JPS Parish Office Closure Impact Assessment (Phase 2)

The OUR undertook scientific research on the closure of 10 out of 15 JPS Customer Service Offices (CSOs) across the island between February 2020 and March 2021. Included in the findings from the research are: (i) the disproportionate distribution of the five (5) CSOs that have remained open, with only one being in the counties of Cornwall and Surrey and three in Middlesex and (ii) the increased time and cost to customers in parishes where the CSOs are closed to travel to a CSO that remains open.

Having analysed the results of the JPS Parish Office Closure Impact Assessment (Phase 2), the OUR has made the following recommendations to JPS:

1. Review the spatial distribution of its customer touchpoints
2. Develop a customer solution that satisfies face-to-face/touchpoint requests for services such as new service application, reporting a complaint, and bill query
3. Explore how bill payment agencies can be leveraged as customer touchpoints
4. Make the MyJPS App zero-rated

The detailed research findings have been shared with JPS, who is required to develop an action plan to address the recommendations for presentation to the OUR by 2025 November 30.

Appendices:

Appendix I: List of Tables: 2025 April - June

Table 6: Contact Activity Summary (All Utilities)

	Description	JPS	NWC	C&WJ(FLOW)			Columbus		Digicel		Water	Telecoms	(Not Utility	Total
				Internet	Landline	Mobile	Internet	Landline	Internet	Mobile	Providers	Providers	Provider	
A	**Contacts for the Quarter**													
(i)	New Appeals	7	6	0	0	0	0	0	0	0	1	0	0	**14**
(ii)	New Complaints	154	137	73	6	42	87	7	7	8	17	1	5	**544**
(iii)	New Enquires	17	20	1	0	2	4	2	1	4	1	0	17	**69**
(iv)	New Opinions	2	2	0	0	1	1	0	0	0	1	0	2	**9**
(v)	New Referrals	110	120	4	0	18	21	1	5	4	2	1	22	**308**
	Total Contacts	**290**	**285**	**78**	**6**	**63**	**113**	**10**	**13**	**16**	**22**	**2**	**46**	**944**
B	**Closure/ Resolution of Appeals:**													
(i)	Resolved in Favour of Customer	0	1	0	0	0	0	0	0	0	0	0	0	**1**
(ii)	Resolved in Favour of Utility	1	3	0	0	0	0	0	0	0	0	0	0	**4**
(iii)	Withdrawn by Customer	0	1	0	0	0	0	0	0	0	0	0	0	**1**
	Total Closures	**1**	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**6**
C	**Total Appeals from Previous Periods:**													
	Outstanding Appeals with OUR													
(i)	Undergoing Analysis/Determination	4	3	0	0	0	0	0	0	0	0	0	0	**7**
(ii)	Awaiting Service Provider's Response	1	5	0	0	0	0	0	0	0	0	0	0	**6**
	Total Outstanding Appeals	**5**	**8**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**13**

Table 7: Distribution of Contacts by Categories

Complaint Category	Service Providers								
	JPS	NWC	Digicel	C&WJ (FLOW)	Columbus Communications (Flow)	Small/ Private Telecommunications Providers	Small/ Private Water/ Sewerage Providers	OUR/ Other (Not Utility Related)	Total
Billing Matters	177	193	7	22	40	0	6	2	**447**
Broken Main	0	7	0	0	0	0	0	0	**7**
Customer Service	0	1	0	1	1	0	0	0	**3**
Defective Street Light	3	0	0	0	0	0	0	0	**3**
Disconnection	10	9	0	15	5	0	0	0	**39**
Equipment Damage	17	0	0	0	0	0	0	0	**17**
Guaranteed Standards	8	10	0	0	0	0	0	0	**18**
Health & Safety	4	4	0	0	1	0	0	0	**9**
Illegal Connections	2	0	0	0	0	0	0	0	**2**
Interruption of Service	16	15	6	44	36	1	9	5	**132**
Irregular Supply	1	4	0	0	0	0	5	0	**10**
Leak at Meter	0	5	0	0	0	0	0	0	**5**
Metering	0	2	0	0	0	0	0	0	**2**
Number Portability	0	0	1	3	1	0	0	0	**5**
Other	23	22	5	18	5	0	2	35	**110**
Payment Arrangement	1	2	0	0	0	0	0	0	**3**
Phone Credit Depletion	0	0	1	16	1	0	0	0	**18**
Poor Service Quality	7	0	5	8	6	0	0	0	**26**
Prepaid Metering Service	2	0	0	0	0	0	0	0	**2**
Property Damage	2	0	0	0	0	0	0	0	**2**
Rebate	2	0	1	4	7	0	0	1	**15**
Reconnection	4	3	0	0	3	0	0	0	**10**
Refund	2	3	0	6	6	0	0	1	**18**
Security Deposit	1	0	0	2	5	0	0	0	**8**
Service Connection	4	2	0	0	0	0	0	0	**6**
Terms and Condition of Service	3	2	2	5	0	1	0	1	**14**
Unable to get through to Utility Provider	1	1	1	3	6	0	0	1	**13**
Total	**290**	**285**	**29**	**147**	**123**	**2**	**22**	**46**	**944**

Table 8: Distribution of Closed Appeals by Utilities

Appeal Category	Service Provider		Total
	JPS	NWC	
Billing Matters	1	5	**6**
Total	**1**	**5**	**6**

Table 9: Distribution of Appeals (Outstanding)

Appeal Category	Service Providers		Total
	JPS	NWC	
Billing Matters	0	8	**8**
Equipment Damage	3	0	**3**
Property Damage	2	0	**2**
Total	**5**	**8**	**13**

Table 10: CAU's Performance on Service Standards (New Appeals)

Activity	Service Standards	% Compliance	Comment
Acknowledgement of Appeals	Within two business days of receipt of customer's correspondence	71%	Ten of the 14 new appeals were acknowledged within the established timeline.
Case Letters/ Other Utility Contact	Within five business days of acknowledging customer's correspondence	79%	Eleven of the 14 Case Letters were dispatched within the stipulated five business days.
Correspondence Copied to Customer	The customer is to be copied on all correspondence submitted to the utilities pertaining to their complaint	100%	
Final Response	Within the established timeline of receipt of all necessary information from relevant parties	100%	Final responses were prepared and dispatched within the established timeline for the two new appeals for which all relevant information was received.

Appendix II: List of Figures

Appendix III: Definition Of Terms Used In Documenting Customer Contacts

Appeal:	Any contact in which the utility company has completed an investigation into a customer's complaint, the customer remains dissatisfied with the outcome and writes to the OUR asking for an independent investigation of the matter.
Complaint:	Any contact from consumers who feel that particular action(s) of a utility service provider might have been in breach of their Terms and Conditions or might have been unfair to them. The OUR provides investigation for complaints as is necessary. Acceptance of complaints does not require submission of a written response from the service provider.
Customer Contact:	Any contact made to the OUR to register an appeal, inquiry, opinion, etc. Contact can be made through the telephone, post, electronic channels (emails, website, and Facebook page) and visits.
Enquiry:	Any contact requiring verification/confirmation of information relating to the OUR, a utility service, policy and/or practice, etc.
Equipment Damage:	Damage caused to customers' equipment as a result of alleged action or inaction of their service provider.
Interruption of Service:	Where no service is provided, usually for an extended period.
Irregular supply:	Where service is not provided regularly and in keeping with the Terms and Conditions of Service/Contract.
Opinion:	Any contact expressing a view about the actions, practice or terms of service, etc. of a utility company or the OUR.
Referral:	Any contact advised by the OUR to consult the relevant utility company because the complainant had not initially utilized or exhausted the complaint procedure within the relevant utility company.
Refund:	Amounts credited to customers' accounts for breaches of the service provider's Terms and Conditions of Service/Contract
Resolution:	Where the OUR communicates its decision on customers' appeals and complaints
Resolution Rate:	The percentage of resolutions that are made within the established timelines.

Appendix IV: Statement on Confidentiality of Telecommunications Service Provider Information

Information on the customer base of the telecommunication companies was used in some of the calculations contained in the QPR, pursuant to Section 7A of the Telecommunication Act – Amended. The referenced section states, in part:

"…the following information is not required to be regarded and dealt with as secret and confidential namely -

(a) information that will facilitate customers in their choice of facilities or specified services and the development of the telecommunications industry; and

(b) information relating to the –

(i) quality of service measurements;

(ii) prices charged to customers or to other licensees;

(iii) network coverage of licensees;

(iv) market share of licensees;

(v) volume of services of licensees however measured;

(vi) subscriber base of licensees; and

(vii) capacity and usage of international submarine cables

Appendix V: Appeals Process

The activities of utility companies are guided by "terms and conditions" within their license and/or Act. There are occasions, however, when consumers feel that particular action(s) of a utility company might have been in breach of the utility's "terms and conditions" or might have been unfair to them. In such circumstances, the OUR is an avenue for recourse in having any such wrong investigated and addressed through our appeals process.

Prior to submitting an appeal to the OUR, consumers are expected and encouraged to first take the complaint, or issues giving rise to the complaint, up to the level of a senior officer at the respective utility company. The hearing of grievances is a consumer's right and utilities are obliged to review such matters with the aim of having the issue addressed or clarified.

Appendix VI: CAU Internal Performance Standards

Process Timeline for General Appeals

Description	Timelines
Acknowledging correspondence & Assigning Appeal	2 (Two) working days
Case Letter Preparation	5 (Five) working days
Receive JPS' Response/Update	30 working days[7]
Review of Provider Response & prepare Follow-Up (F/U) Case letter or issue Directive (where necessary)	10 working days
Receive response to F/U Case Letter	5 (Five) working days
Review Response to F/U Case Letter	5 (Five) working days[8]
Final Letter Preparation (Draft)	5 (Five) working days
Supervisor's Review of Final Letter	2 (Two) working days
Dispatch Final Letter	1 working day
Total	**65 working days**

[7] Where, based on exceptional circumstances, JPS requires additional time to provide the response to a Case Letter, same is to be communicated to the OUR within five (5) working days of the Case Letter date. The rationale for the additional time must be outlined in the request. The OUR will provide a response to the request within two (2) working days.

[8] Subsequent to the review of the providers' response to OUR's Case Letter, Follow-up Case Letter or Directive issued, the appeal may be escalated to the Supervisor, Manager or Director and would then be treated as a Special Appeal.

Special Appeals
There are appeals that, based on the nature of the issue, may require expertise and/or resources that do not reside in the designated units of the OUR and JPS to effectively resolve same. Accordingly, the classification of "Special Appeals" was revised to provide additional time to both parties to complete their investigation of these matters.

Where necessary, an additional fifteen (15) working days is allotted to JPS to respond to Follow-up Case Letters sent by the OUR. These appeals will thereafter be reclassified as Special Appeals. The OUR has also reduced its consultation time to review Special Appeals from twenty (20) to fifteen (15) working days. Accordingly, the total time allotted to complete the review of a Special Appeal for JPS is at 95 working days

Recommended Service Levels

1. JPS is expected to respond to **OUR's *Case Letters*** regarding customer's appeals within **thirty (30) working days** of receipt. The company is also expected to acknowledge receipt of our Case Letters within five (5) working days of receipt.

2. JPS is expected to respond to the OUR's follow-up case letter within five (5) working days of receipt for General appeals. However, where necessary, JPS shall notify the OUR within five (5) working days of receipt of the Follow-up Case letter that additional time is required to provide the response. Such Appeals shall then be reclassified as a Special Appeal with the JPS being allotted a total of twenty (20) working days to provide the response, from the date of the Follow-up Case Letter.

3. The OUR's Final Letter to the customer is to be dispatched within **eighteen (18) working days** of receipt of utilities' response (where no Follow-up Case Letter was sent). JPS will be provided with a copy of the Final Letter.

4. The OUR is expected to complete investigations of JPS appeals within the following timelines:
   - **Sixty-five (65) working days** for GENERAL APPEALS (which do not require external consultation)
   - **Ninety-five (95) working days** for Equipment Damage Appeals (which do not require external consultation)

5. The utility company is to extend the hold on the customer's account for thirty **(30) days** subsequent to receiving OUR's final response to allow the customer to make arrangements for the balances that are outstanding and/or give the customer time to appeal to the Director – Consumer & Public Affairs.

Appendix VII: Process Timelines for NWC Appeals

Description	**Timelines**
Acknowledging correspondence & Assigning Appeal	2 working days
Case Letter Preparation	5 working days

Receive NWC's Response/Update	30 working days
Review of Provider Response & prepare Follow-Up (F/U) Case letter or issue Directive (where necessary)	10 working days
Receive response to F/U Case Letter	5 working days
Review Response to F/U Case Letter	5 working days[9]
Final Letter Preparation (Draft)	5 working days
Supervisor's Review of Final Letter	2 working days
Dispatch Final Letter	1 working day
Total	**65 working days**

Special Appeals

There are appeals that, based on the nature of the issue, may require expertise and/or resources that do not reside in the designated units of the OUR and NWC to effectively resolve same. Accordingly, the classification of "Special Appeals" was revised to provide additional time to both parties to complete their investigation of these matters.

Where necessary, an additional five (5) working days is allocated to the NWC to respond to Follow-up Case Letters sent by the OUR. These appeals will thereafter be reclassified as Special Appeals. The OUR has also reduced its time to review Special Appeal from twenty (20) to fifteen (15) working days; thereby retaining the completion timeline for Special Appeals at 85 working days.

Other Appeals Activities:

Monthly reports detailing the appeals for which the responses are outstanding will be generated and sent to the NWC. Where the responses/updates are not received within ten (10) working days of submission of the report, the matter will be escalated to the Vice President – Investment and Performance Monitoring, NWC, for action. Similarly, the CAU will provide NWC with a monthly update on appeals for which our responses are outstanding.

As a consequence, the following are the proposed Service Level Agreements (SLAs) to which the utility companies will be accountable. It is being recommended that the following be agreed upon by all parties and published:

[9] Subsequent to the review of the providers' response to OUR's Case Letter, Follow-up Case Letter or Directive issued, the appeal may be escalated to the Supervisor, Manager or Director and would then be treated as a Special Appeal.

Recommended Service Levels

NWC is expected to respond to **OUR's *Case Letters*** regarding customer's appeals within **thirty (30) working days** of receipt. The Commission is also expected to acknowledge receipt of our Case Letters within five (5) working days.

NWC is expected to respond to the **OUR's *follow-up case letter*** within **FIVE (5) working days of receipt for General appeals. However, where necessary, the NWC shall notify the OUR within FIVE (5) working days of receipt of the Follow-up Case letter that additional time is required to provide the response. Such Appeals shall then be reclassified as a Special Appeal with the NWC being allotted a total of ten (10) working days to provide the response, from the date of the Follow-up Case Letter.**

The OUR's Final Letter to the customer is to be dispatched within **EIGHTEEN (18) working days** of receipt of the NWC's response (where no Follow-up Case Letter was sent). The NWC will be provided with a copy of the Final Letter.

The OUR is expected to complete investigations of NWC appeals within the following timelines:

- **SIXTY-FIVE (65) working days** for GENERAL APPEALS (which do not require external consultation)
- **EIGHTY-FIVE (85) working days** for SPECIAL APPEALS (Appeals which require external consultation)

The Utility company is to extend the hold on the customer's account for thirty **(30) days** subsequent to receiving OUR's final response to allow the customer to make arrangements for the balances that are outstanding and/or give the customer time to appeal to the Director – Consumer & Public Affairs.

Appendix VIII: List of Acronyms

Can Cara	-	Can Cara Development Limited (Water & Sewerage Provider)
CPA	-	Consumer and Public Affairs Department (OUR)
CAU	-	Consumer Affairs Unit (OUR)
DEML	-	Dynamic Environmental Management Limited (Water and Sewerage Provider)
Dekal	-	Dekal Wireless Ltd. (Telecommunications Provider)
Flow Service	-	Columbus Communications Jamaica Ltd. (Flow) - Telecommunication Provider
FLOW	-	Cable &Wireless Jamaica Ltd. (C&WJ) Flow
JPS	-	Jamaica Public Service Company Ltd. (Electricity Provider)
KSA	-	Kingston & St. Andrew
NWC	-	National Water Commission (Water & Sewerage Provider)
OUR	-	Office of Utilities Regulation
OURIC	-	Office of Utilities Regulation Information Centre
The Office	-	Comprises 6 members and is headed by a Chairman with the Director General serving as an *ex officio* member