

Media Release

FOR IMMEDIATE RELEASE

OUR Encourages Continued Utilities Collaboration on Restoration Efforts

(KINGSTON, Jamaica; 2025 November 13): The Office of Utilities Regulation (OUR) has commended the restoration efforts of the major utility providers, and in particular, the evidence of their collaboration and coordination to restore electricity, water, and telecommunications services to customers in the immediate aftermath of Hurricane Melissa.

In an Industry Notification to utility providers, the OUR emphasised that the availability of regulated utilities is critical to rebuilding the worst-hit areas and restoring normality.

The OUR underscored that there are dependencies among utility service providers, both within a particular sector and across utility types, that impact the speed and efficiency by which service delivery can be normalised.

As such, it emphasised that it expects that utility providers will collaborate and coordinate their restoration efforts. The OUR also anticipates that they will provide a reasonable allocation of resources toward the repair and replacement of critical and shared infrastructure and facilities for the most effective reinstatement of all utilities to the largest number of customers. In particular, it is expected that while each utility pursues its own commercial interests, this must be balanced against national goals and conducted in a manner that is not detrimental to the national interest.

The OUR, being mindful of its statutory function to protect consumers' interests in relation to the supply of regulated utilities, stands ready to lend its support to utility providers where necessary. It also insists on continued cooperation among utility providers and has indicated that, where appropriate, it will intervene to broker solutions for any difficulties that may arise.

To this end, utilities are urged to contact the OUR if any issues arise among utilities that may impact restoration efforts.

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Contact: OUR's Public Affairs Unit: publicaffairs@our.org.jm; 876-968-6053

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