

Media Release

FOR IMMEDIATE RELEASE

OUR Launches Webpage and Interactive Utilities Map for Hurricane Melissa Restoration Updates

(Kingston, Jamaica; 2025 November 12): The Office of Utilities Regulation (OUR) has officially launched its post-Hurricane Melissa activities webpage, which includes an interactive utilities map to provide real-time updates on the restoration of utility services across the island in the aftermath of Hurricane Melissa.

Accessible from the homepage of the OUR website, www.our.org.jm, the [webpage](#) provides customers with up-to-date information on the restoration efforts, reported progress on the restoration of the major utility providers and the work being done by the OUR to support timely actions by them.

The interactive map provides an 'at-a-glance' visual overview of the island's recovery progress, showing daily restoration updates in each parish, with colour-coded icons for Jamaica Public Service Company Limited, National Water Commission, and Digicel and Flow.

Information available on the map includes:

- Areas with and without each utility service
- The number of telecommunication sites currently online and offline
- The percentage of each parish where service is restored

Users can explore the data by selecting different time periods using the data selector. This provides access to the most current information available as well as historical data for comparison. For best user experience, the map should be explored on a desktop or a tablet.

This initiative forms part of OUR's ongoing commitment to transparency and timely communication, ensuring that utility customers remain informed and connected throughout the hurricane recovery period.

For continuous updates on restoration progress, customers and media can also visit the OUR's website and follow the organisation's official social media pages on X, Facebook, Instagram, LinkedIn, and TikTok.

Customers can also contact the Consumer Affairs Unit with their queries including on service restoration: consumer@our.org.jm.

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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