

Media Release

FOR IMMEDIATE RELEASE

JPS Customers with Supply to see Moderate Bill Adjustments

(KINGSTON, Jamaica; 2025 December 15): Customers of the Jamaica Public Service Company Limited (JPS) who are currently receiving service will see a 7% increase on their bills issued in 2025 December for November's consumption.

This adjustment was anticipated as JPS had to rely on more expensive fuel sources for generation because natural gas was unavailable in the period leading up to, and immediately after, Hurricane Melissa. Among other things, the Hurricane resulted in an approximately 30% reduction in sales, which contributed significantly to the increase in the Fuel and Independent Power Producer (IPP) rates. Together, these factors could have translated to a big hike in the 2025 November bills.

However, to avoid bill shock to customers, JPS, in consultation with the Office of Utilities Regulation (OUR), has opted to defer some of the increase in fuel and IPP costs and recover it by spreading it over the upcoming months. Therefore, for example, the average residential customer who consumes 165kWh per month would see a bill adjustment of approximately \$655 on the previous bill of about \$9,000.

The OUR, in approving this adjustment, notes that given the scale of the disaster, it may take up to six months for electricity generation costs to stabilise and for energy consumption to normalise. Given the likelihood that further adjustments could cause bill shock to customers, the OUR has urged JPS to discuss the IPP and fuel charges with the OUR before they are applied over the next six (6) months.

The OUR has emphasised that the objective is to ensure gradual, manageable recovery while avoiding additional bill shock for customers.

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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