

Media Release

FOR IMMEDIATE RELEASE

JPS and NWC to Waive Service Charge for Customers Still Without Service

(KINGSTON, Jamaica; 2025 December 11): The Jamaica Public Service Company Limited (JPS) and the National Water Commission (NWC) will waive the customer/service charge on the bills of customers **who have been without service** since Hurricane Melissa made landfall on 2025 October 28.

The decisions emerged from the Office of Utilities Regulation's (OUR) ongoing dialogue and correspondence sent to both utilities as early as the week following the Hurricane on regarding the treatment of bills, especially for customers in the hardest hit areas. The OUR's letters queried whether customers without service for an entire or multiple billing cycles will be billed and required to continue paying the monthly customer/service charge.

In its response on 2025 November 18, the NWC indicated that it will cease billing in the worst-affected service areas starting 2025 December. Therefore, no service charge will apply. The December bill would have reflected November's consumption. NWC indicates that this suspension will remain effective 'as long as the conditions that limit service delivery persist.'

JPS, in a follow-up response to the OUR on 2025 December 3, indicated that 'customers who are out of supply for a full billing period or longer will not be required to pay the customer charge'. However, although customers without service will not be required to pay a customer charge, they will receive a bill showing zero consumption, along with any outstanding arrears, where applicable.

The OUR welcomes these decisions and will continue to work with the utilities to ensure fair billing for customers.

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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