

## Media Release

### FOR IMMEDIATE RELEASE

#### OUR to Monitor Utilities' Temporary Customer Billing Relief Measures

**(Kingston, Jamaica; 2025 December 2):** The Office of Utilities Regulation (OUR) has acknowledged and supports the initial billing relief measures announced by major utility providers in response to the widespread impact of Hurricane Melissa.

In the week following the Hurricane, the OUR wrote to the major utility providers requesting details on how they planned to address customers' billing in the immediate aftermath of the Hurricane and in the months ahead. Similar letters were sent to private operators supplying water and/or sewerage services to small customer bases. The OUR will be monitoring the temporary customer billing relief measures.

The Jamaica Public Service Company Limited (JPS) has advised that it will suspend service disconnections and late-payment fees until 2025 December 15 while offering flexible payment arrangements for its Rate 10 (Residential) and Rate 20 (General Service) customers requiring additional support.

The National Water Commission (NWC) states that it will cease billing in the hardest-hit communities starting 2025 December until service is restored. Additionally, NWC will review November's estimated bills for customers who have been without service since the Hurricane and extend its Micro, Small, and Medium Enterprises Amnesty Programme until 2025 December 31.

Telecoms providers, Digicel and FLOW have also announced relief measures for their customers, including a pause in disconnections, waiving of late fees, and offering rebates where applicable.

The OUR commends these efforts and continues to engage and encourage all utility service providers to apply reasonable consideration when billing. They are also being encouraged to keep customers informed about any additional measures being implemented as they work toward full restoration of services.

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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**