
Office of Utilities Regulation

Consumer Affairs Unit

Quarterly Performance Report

2025 July - September

Publication Date: 2025 December 19



36 Trafalgar Road, Kingston 10

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The Role and Objectives of the OUR

The Office of Utilities Regulation Act of 1995 established the Office of Utilities Regulation (**OUR**) as a body corporate. Under the Act, the OUR is charged with regulating the provision of utility services in the electricity, telecommunications and water and sewerage sectors. The objectives are to:

- Ensure that consumers of utility services enjoy an acceptable quality of service at a reasonable cost.
- Establish and maintain transparent, consistent and objective rules for the regulation of utility service providers.
- Promote the long-term efficient provision of utility services for national development consistent with Government policy.
- Provide an avenue of appeal for consumers who have grievances with the utility service providers.
- Work with other related agencies to promote a sustainable environment, and act independently and impartially.

The Consumer and Public Affairs Department

The OUR discharges its mandate to protect utility consumers through the Consumer and Public Affairs (CPA) Department. The Consumer Affairs Unit, the Public Affairs Unit (PAU) and the OUR Information Centre (OURIC) comprise the CPA Department. This Department is the section of the OUR that directly interfaces with utility consumers and one of its main responsibilities is to investigate appeals of decisions made by utility service providers brought by aggrieved consumers.

The Consumer Affairs Unit (CAU)

Among other things, the CAU receives, records and processes utility consumer complaints and appeals, monitors trends in consumer complaints and provides the Office with advice on measures to improve consumer welfare.

The CAU uses the results of analyses of customer complaints about utility companies' services as a primary input to its policy development and advice to the Office. Feedback from consumers at town meetings, public forums, and the media is also a key source for opinions and activities regarding utility services.

A consumer survey which seeks consumer feedback on a range of consumer issues is conducted every 18 - 24 months. Additionally, a public education programme is pursued, which includes organising consultations with stakeholders on pertinent regulatory matters.

The PAU manages the public education programme, media relations and the website, while the Information Centre (OURIC), *inter alia*, provides information in keeping with the requirements of the Access to Information Act. Through the CPA department, the OUR also funds the Consumer Advisory Committee on Utilities (CACU) activities, which was established to operate as an independent advocacy group providing critical feedback and support for consumer issues.

The Intent and Purpose of the Quarterly Performance Report

The Quarterly Performance Report (QPR) is prepared by the Consumer Affairs Unit (CAU) and provides the public with information and analysis about the contacts received from utility providers. The information includes the number of customer contacts received over the review period; JPS and NWC's performance against the Guaranteed Standards; utilities' responsiveness to our appeals process; and the Unit's performance against the Appeals Process timelines.

The QPR is intended to be a fair, reasonable, and transparent report of the above-mentioned activities. The statistics for each reporting period are gathered from our Customer Information Database and reflect the contacts received from utility consumers island wide. These contacts are received via various channels, namely: letters, telephone, walk-ins, e-mails, fax and social media.

Methods of Calculation

The methods of calculation used include summation, quarterly, and year-on-year comparisons. The resort latterly to normalise the number of contacts by expressing this as per customer base reflects our allowance for fair comparisons. Consequently, the report cites the number of contacts per 100,000 of the service provider's customer base. Even so, it is recognised that the telecommunications sector, with its heterogeneous customer bases, presents a peculiarity in comparison with the water and electricity utilities that have more homogenous customer bases. The information should be interpreted as a sample or statistical representation of the intake to the Unit.

Requests for additional details or any comments regarding this document should be directed to:

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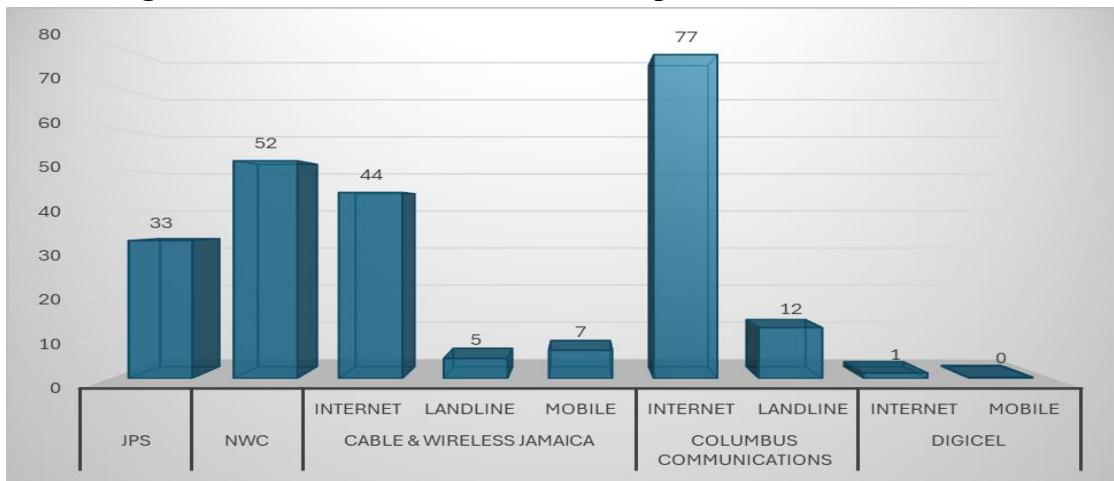
Executive Summary

The OUR's Consumer Affairs Unit (CAU) received 734 contacts during the 2025 July – September period, representing a 22% decrease over the preceding quarter. The data show that the most significant decreases were in the categories of: Service Interruption (-33%), Billing Matters (-19%), and Disconnection (-10%). The following shows the distribution of contacts per service provider¹:

- National Water Commission (NWC) – 277 (38%)
- Jamaica Public Service Company Ltd. (JPS) – 227 (31%)
- Cable & Wireless Jamaica Ltd. (Flow) – 101 (14%)
- Columbus Communications (Flow) – 64 (9%)
- Digicel – 22 (3%)
- Private Telecommunications Providers, Private Water & Sewerage Service Providers, and Other (Not Utility Provider Related, e.g., cable service) – 43 (5%).

While the NWC at 277 accounted for the most contacts, Figure 1 shows that Columbus Communications (Flow) accounted for the highest numbers, at 77 per 100,000, in proportion to its internet customer base.

Figure 1: Distribution of OUR contacts per 100,000 of customer base

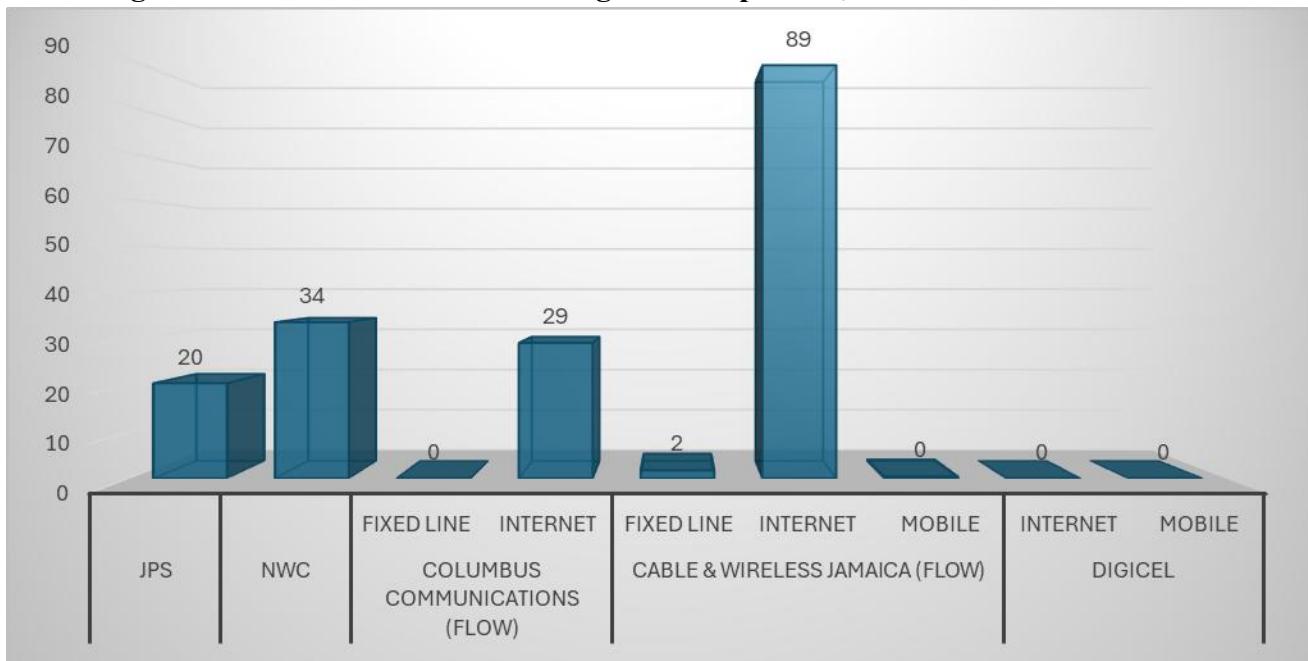


¹ Details on contact distribution per service provider can be seen in Table 6 on page 26.

At 50% of total contacts, billing matters remained the main reason utility consumers contacted the CAU. The NWC (24%) and JPS (19%) accounted for the highest number of billing-related matters.

As shown in Figure 2, the service providers with the highest number of billing-related contacts per 100,000 of their customer bases were C&WJ (Flow) at 89 of its internet customer base and NWC at 34 of its customer base.

Figure 2: Distribution of OUR billing contacts per 100,000 customer base



Service interruption remained the second-highest reason for customer contact with the CAU for the review period, accounting for 12% of total contacts.

Chapter 1: Utilities' Responsiveness

(i) Acknowledgements

Twelve (12) new appeals were accepted for investigation, of which nine (9) related to JPS and three (3) were for the NWC. Requests for information (case letters) were sent for all the new appeals.

The service providers are required to acknowledge OUR's case letters within five (5) business days. As shown in Table 1, JPS and NWC attained compliance ratings of 100% and 67% for submitting their acknowledgements within the agreed timeline.

Table 1: Acknowledgement within Standard (5 business days)

<i>Quarters (2025)</i>	JPS	NWC	RBWC
<i>January - March</i>	100%	100%	N/A
<i>April - June</i>	100%	83%	100%
<i>July - September</i>	100%	67%	N/A

(ii) Response to Case Letters

Service providers should respond to case letters within thirty (30) business days. As Table 2 shows, JPS attained an 83% compliance rating for submitting five (5) out of six (6) responses within the agreed timeline. The remaining responses from JPS were not due by the end of the review period. For the NWC, only one (1) of its three (3) responses was due and was submitted within the agreed timeline.

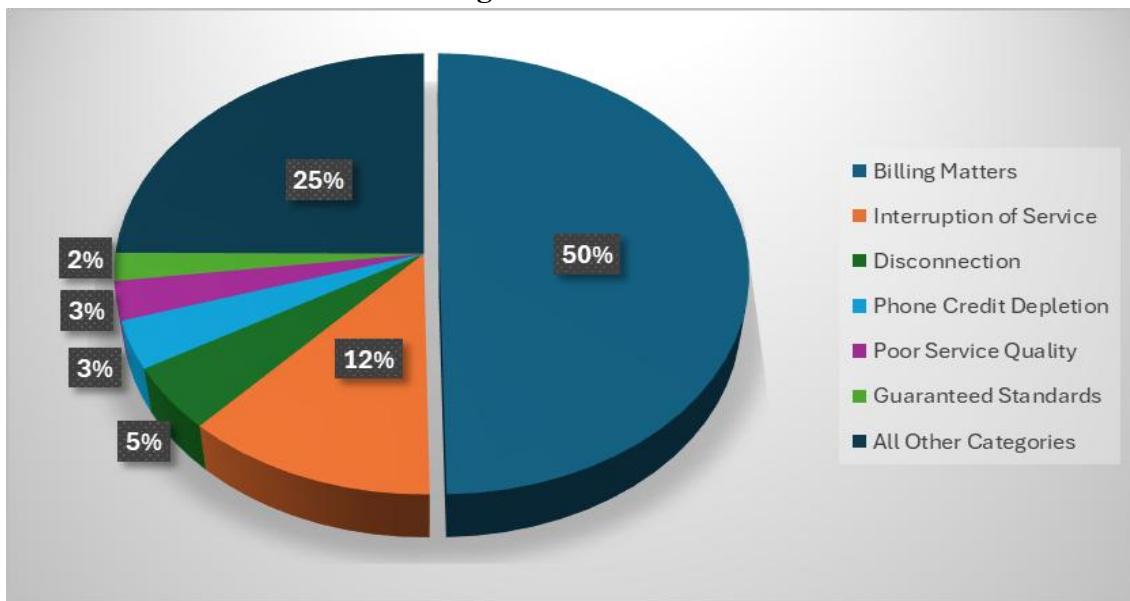
Table 2: Response to case letters within standard (30 business days)

<i>Quarters (2025)</i>	JPS	NWC	RBWC
<i>January – March</i>	100%	67%	N/A
<i>April - June</i>	100%	0%	100%
<i>July - September</i>	83%	100%	N/A

Chapter 2: Main Customer Concerns

The main reasons for utility customers contacting the CAU during the quarter related to Billing, Interruption of Service, Disconnection, Phone Credit Depletion, Poor Service Quality, and Guaranteed Standards (Figure 3). Further details on all contacts distributed per category are provided in Table 7.

Figure 3: Main Concerns



(i) Billing

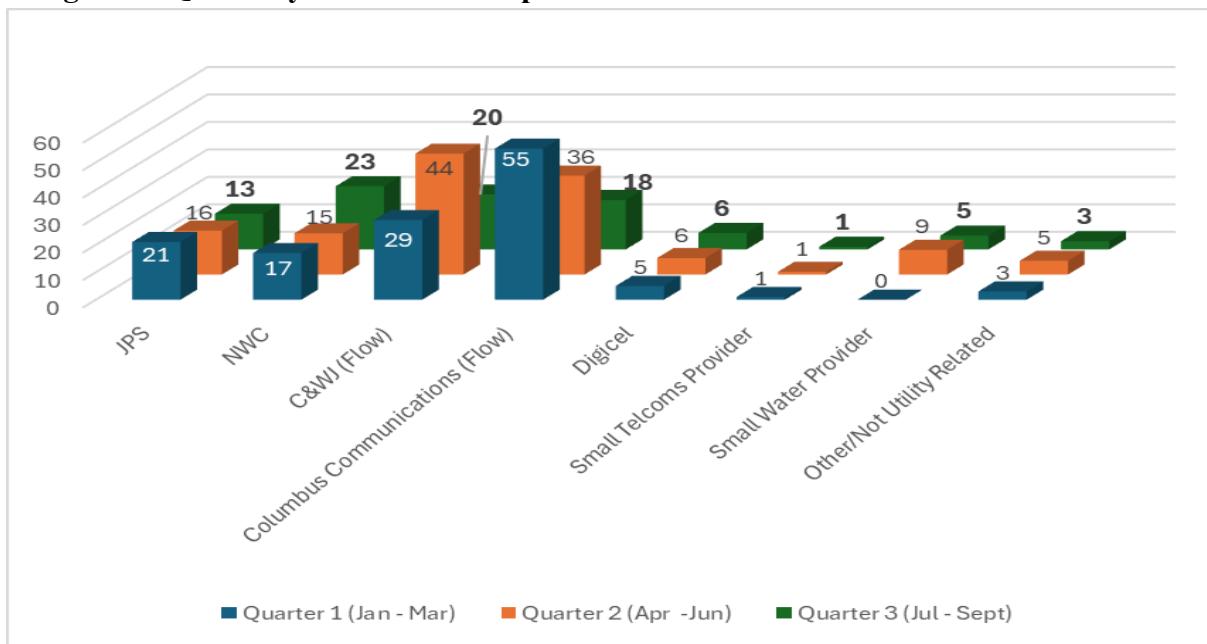
Billing matters, at 50%, remained the main reason for customer contacts received by the CAU. These matters included disputed charges, high consumption, customer account adjustments, and estimated billing.

NWC and JPS continued to account for the most billing contacts, with 179 (24%) and 141 (19%), respectively. Columbus Communications (Flow) and C&WJ (Flow) each accounted for 23 (3%) and 14 (2%), respectively. Small Water/Sewerage Service Providers, and Other/Not Utility Related (e.g. cable services) accounted for the remaining 7 (2%).

(ii) Interruption of Service

Service interruption contacts decreased by two percentage points, to 12%, when compared to the preceding quarter. As seen in Figure 4, NWC, C&WJ (Flow) and Columbus Communications (Flow) accounted for the highest number of related contacts, with 23 (3%), 20 (3%) and 18 (2%), respectively. JPS accounted for 13 (2%), while Digicel, Small Telecommunications Service Providers, Small Water & Sewerage Service Providers and Others/Not Utility Related accounted for the remaining 15 (2%).

Figure 4: Quarterly Service Interruption Contacts



(iii) Disconnection

Disconnection contacts increased by one percentage point, to 5%, compared to the previous period. JPS, NWC, C&WJ (Flow) and Columbus Communications (Flow) each accounted for one percent. The remaining percent was shared among Digicel, Small Telecommunications Service Providers and Small Water & Sewerage Service Providers.

(iv) Phone Credit Depletion

Contacts related to phone credit deletion accounted for 3% of total contacts and represented a 44% increase compared to the previous period. The twenty-six (26) contacts were shared between C&WJ (Flow) – 25, and Digicel – 1.

(v) Poor Service Quality

Similar to the previous period, contacts relating to poor service quality remained at 3% of total contacts. C&WJ (Flow) and NWC each accounted for one percent, with the remaining percent being shared among Digicel, JPS and Columbus Communications (Flow).

Chapter 3: Guaranteed Standards Performance

(i) What are the Guaranteed Standards?

The Guaranteed Standards (GS) are performance measures that guide the provision of utility services delivered by JPS, NWC, and small water and sewerage service providers. If the companies fail to honour the agreement, the affected customer is entitled to compensation, which is applied as a credit to their utility account.

(ii) How are customers compensated?

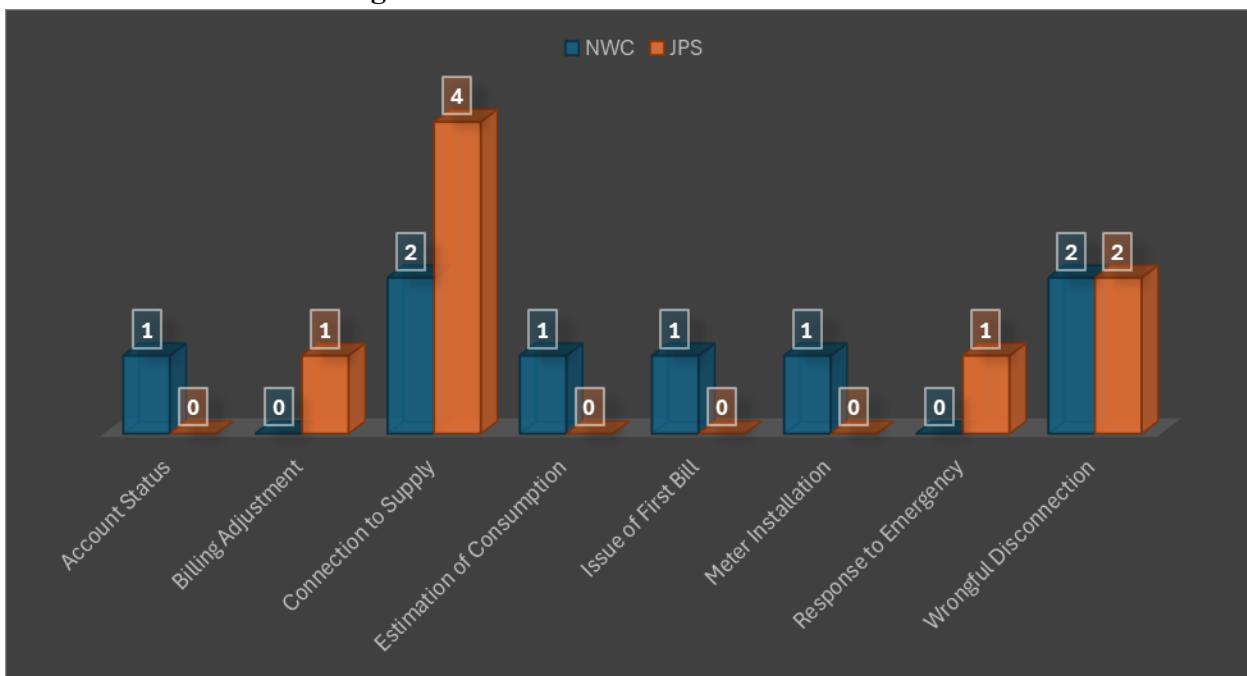
NWC: Compensation for a breach of a standard is four (4) times the applicable service charge OR six (6) times the service charge for those in the special compensation category. Where applicable, customers must submit their claims within 120 days of the breach. Breaches of individual standards will attract compensation of up to six (6) periods of non-compliance.

JPS: Residential customers: equivalent to the reconnection fee. Commercial customers: four (4) times the customer charge. Breaches of individual standards will attract compensation of up to eight (8) periods of non-compliance.

(iii) Quarterly report on breaches

Sixteen (16) contacts were received from JPS and NWC customers concerning alleged breaches of the GS, representing two percent (2%) of the total contacts received. JPS and NWC equally shared the contacts relating to alleged GS breaches.

As is seen in Figure 5, *Connection to Supply* and *Wrongful Disconnection* accounted for the highest number of contacts about alleged breaches of the GS for JPS and the NWC.

Figure 5: Guaranteed Standards Contacts

(iv) Utilities' Performance on Guaranteed Standards

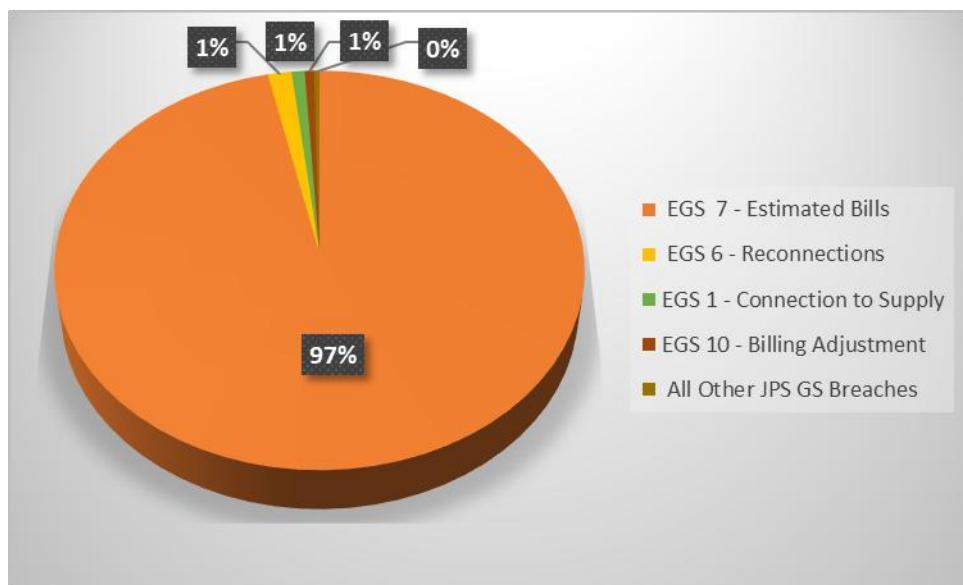
JPS

JPS's compliance report on its GS performance for the review period indicated that 22,963 breaches were committed, representing a 1% increase compared to the preceding quarter. These breaches resulted in compensatory payments of approximately \$50.5 million, which were automatically applied to the affected customers' accounts.

Guaranteed Standards related to *Estimated Bills* (which restricts JPS from sending more than two consecutive estimates without a penalty), *Reconnection* (which requires that JPS restores supply within 24 hours of payment of overdue amounts) and *Connection to Supply* (which prescribes the time within which JPS is to make a simple connection) and *Billing Adjustments* (which requires JPS to apply adjustments within three months of identification of error, or subsequent to replacement of faulty meter) were the standards that accounted for the highest incidents of breaches (see

Figure 6). These standards accounted for 100% of breaches and compensatory payments.

Figure 6: JPS Reported GS Breaches



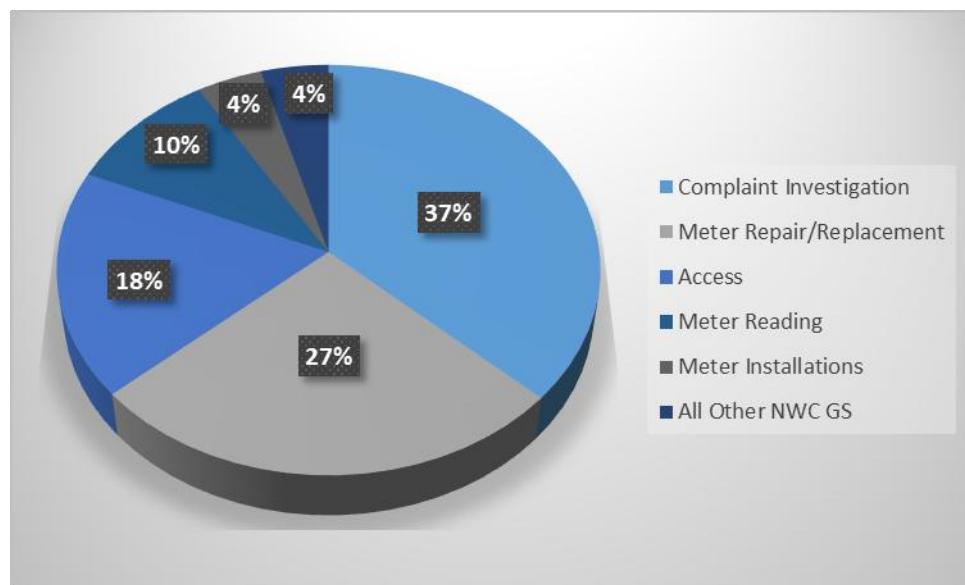
NWC

The NWC's Guaranteed Standards compliance report for the review period indicates that 3,197 breaches were committed during the review period, representing a 13% decrease over the preceding period. These breaches had a potential payout of approximately \$15.6 million, while actual payments totaled approximately \$8.2 million, representing 53% of the total potential payments, and were made through automatic credits to the affected accounts. The remaining 47% of potential payments not made include those breaches for which the affected customers did not submit the required claim forms for validation.

As shown in Figure 7, the standards with the highest incidents of breaches for the NWC were *Complaint Investigations* (which require the NWC to complete investigations and respond or provide an update within 30 working days of receipt of a complaint), *Meter Repair/Replacement* (which stipulates that defective meters are to be verified repaired/replaced within 20 working days), *Access/New Service Connection* (which requires NWC to connect a new supply within 10 working days),

Meter Reading (which restricts the NWC from sending more than two estimated bills without penalty) and *Meter Installation* (which allows a maximum of 30 working days for meter installation on customer's request. These five (5) standards represented 96% of total breaches and potential compensation.

Figure 7: NWC Reported GS Breaches



Private/Small Water and/or Sewerage Service Providers' Guaranteed Standards Report

In keeping with the provisions of their licenses and OUR Determination Notices, licensed Private/Small Water and/or Sewerage Service Providers (PWSSP) are required to submit quarterly reports on their Quality of Service (QoS) standards performance, which include the Guaranteed and relevant Overall Standards.

As Table 3 shows, six (6) out of the eight (8) PWSSPs, representing 75%, submitted their QoS reports for the review period. However, of the six reports received, only two, representing 33%, were submitted within the stipulated timeline.

Table 3: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions

Licensees to Submit Quarterly QoS Reports	2025 July -September	
	Due Date	Submission Date
Can-Cara Development Ltd. (CDL)	2025.11.12	2025.11.14
Dynamic Environmental Services Ltd. (DEML)		2025.11.27
Dairy Spring Ltd. (DSL)		2025.11.10
Landmark Developers Limited		Not Received
Runaway Bay Water Company Ltd (RBWC)		2025.11.14
Rosehall Development Ltd. (RDL)		2025.11.11
Richmond Environmental Services Ltd. (RESL)		2025.11.14
Tryall Golf and Beach Club (TGBC)		Not Received

Analysis of the quarterly GS reports received from the PWSSP indicates that one (1) breach was committed by CDL, which related to GS 3(b) – Response to Complaints. The compensation payable for this breach is \$3,134.28; however, only \$2,343.00 was paid. CDL will therefore be required to apply the additional amount of \$791.28 to the affected customer's account.

Chapter 4: Customer Contact Centre/Call Centre Performance Reports

In recognition of the important role of Customer Contact Centres (Call Centres) in customer service delivery, the OUR has deemed it necessary to include a report on the performance of the JPS and NWC Call Centres. Here, the focus is placed on the Key Performance Indicators (KPIs) on general customer satisfaction levels for NWC and JPS, which includes their performance on First Call Resolution Rate (FCR).

NWC:

As seen in Table 4, the NWC Call Centre Report for the review period, when compared to the preceding quarter, indicates that the *Average Speed of Answer* and *Average Length of Calls* decreased by four and 23 seconds, respectively; *Average Talk Time* increased by 29 seconds; *Percentage of Abandoned Calls* decreased by 0.35% while the *Percentage Service Level* increased by two percentage points to 94%. *First Call Resolution Rate* decreased by 6.96 percentage points.

Table 4: NWC's Call Centre Performance

2025 Performance

KPIs	KPI Definition	Jan - Mar	Apr - Jun	Jul- Sept
Average Speed of Answer²	Average time for answering calls	0:00:17	0:00:14	0:00:10
Average Talk Time	Average time spent talking to customers	0:04:37	0:05:16	0:05:45
Average Length of Call (Call Handle Time)	Combination of Average Talk Time, Average After Call Work and Hold Time	0:06:25	0:07:23	0:07:00
Percentage Service Level³	Percentage of calls answered within 20	92%	92%	94%

² International Standard for the Average Speed of Answer is 20 seconds

³ International Standard for Percentage Service Level is 80% of calls answered within 20 seconds

	seconds			
Percentage of Abandoned Calls	Percentage of calls not serviced	1%	1.07%	0.72%
First Call Resolution Rate⁴	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	95%	89.93%	82.97%

JPS:

As seen in Table 5, the JPS Call Centre Report for the review period, when compared with the preceding quarter, indicates that the *Average Speed of Answer*, *Average Talk Time*, and *Average Length of Calls* decreased by five, 48 and 31 seconds, respectively. The percentage of *Abandoned Calls* remained at 1% while the *Percentage Service Level* increased by three percentage points. The *First Call Resolution Rate* decreased by 2.5 percentage points.

Table 5: JPS Call Centre Performance
2025 Performance

KPIs	KPI Definition	Jan - Mar	Apr - Jun	Jul - Sept
<i>Average Speed of Answer</i>	Average time for answering calls	0:00:05	0:00:10	0:00:05
<i>Average Talk Time</i>	Average time spent talking to customers	0:04:53	0:05:20	0:04:32
<i>Average Length of Call (Call Handle Time)</i>	Combination of Average Talk Time, Average After Call Work and Hold Time	0:05:22	0:05:20	0:04:49
<i>Percentage Service Level</i>	Percentage of calls answered within 20	97%	95%	98%

⁴ Compliance Target set for NWC and JPS First Call Resolution Rate is 70%

** Represents the average for July and August only as the data for September showed inaccuracies that are being investigated

	seconds			
<i>Percentage of Abandoned Calls</i>	Percentage of calls not serviced	1%	1%	1%
<i>First Call Resolution Rate</i>	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	90%	87%	84.5%

Chapter 5: Notification of Planned Outages Report

As part of their agreed Quality of Service Standards, the JPS and NWC must submit reports relating to their performance in notifying customers within a specified timeline about planned outages. This standard is a part of the Overall Standards for JPS (EOS 1) and the Performance Targets for the NWC.

JPS:

Under EOS 1, JPS must give customers 48 hours (2 days) notice of planned outages. During the review period, JPS reported a 70.8% compliance rate for this standard, showing that the company was 29.2 percentage points below the target of 100%.

NWC:

The NWC performance targets specify a 98% success rate for providing 12 hours' notice of planned service interruptions lasting no more than 4 hours. However, if a planned interruption is expected to exceed four hours, the NWC must give at least 24 hours' notice with a 90% success rate.

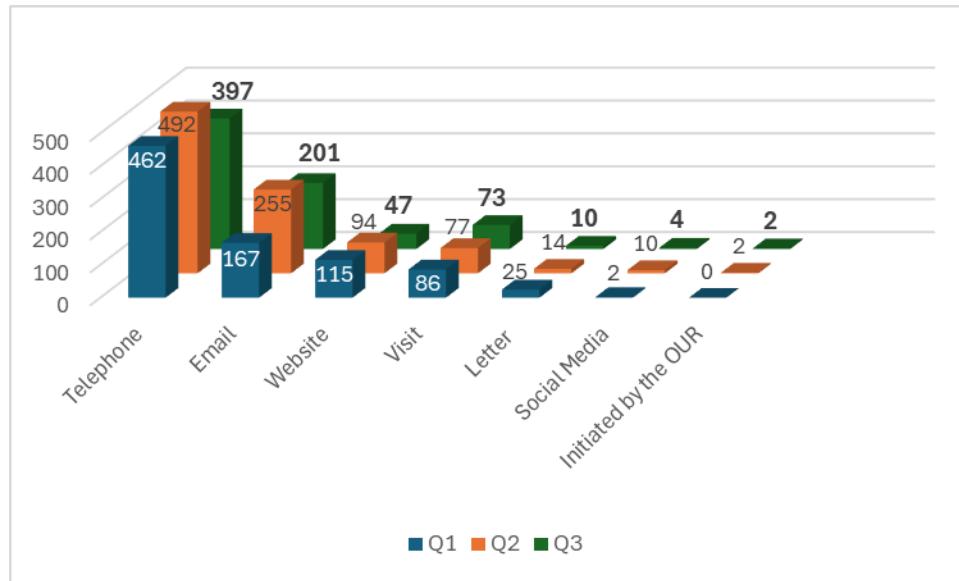
Based on notifications to the public for outages lasting no more than 4 hours, the NWC achieved a 100% compliance rating, with all four relevant notices issued within the established target.

For notifications exceeding four hours, the NWC also achieved a compliance rating of 58%, which is 32 percentage points short of the established target of providing at least 24 hours' advance notice. Of the 43 related notifications received, 25 complied with the stated target.

Chapter 6: Customer Contact Distribution

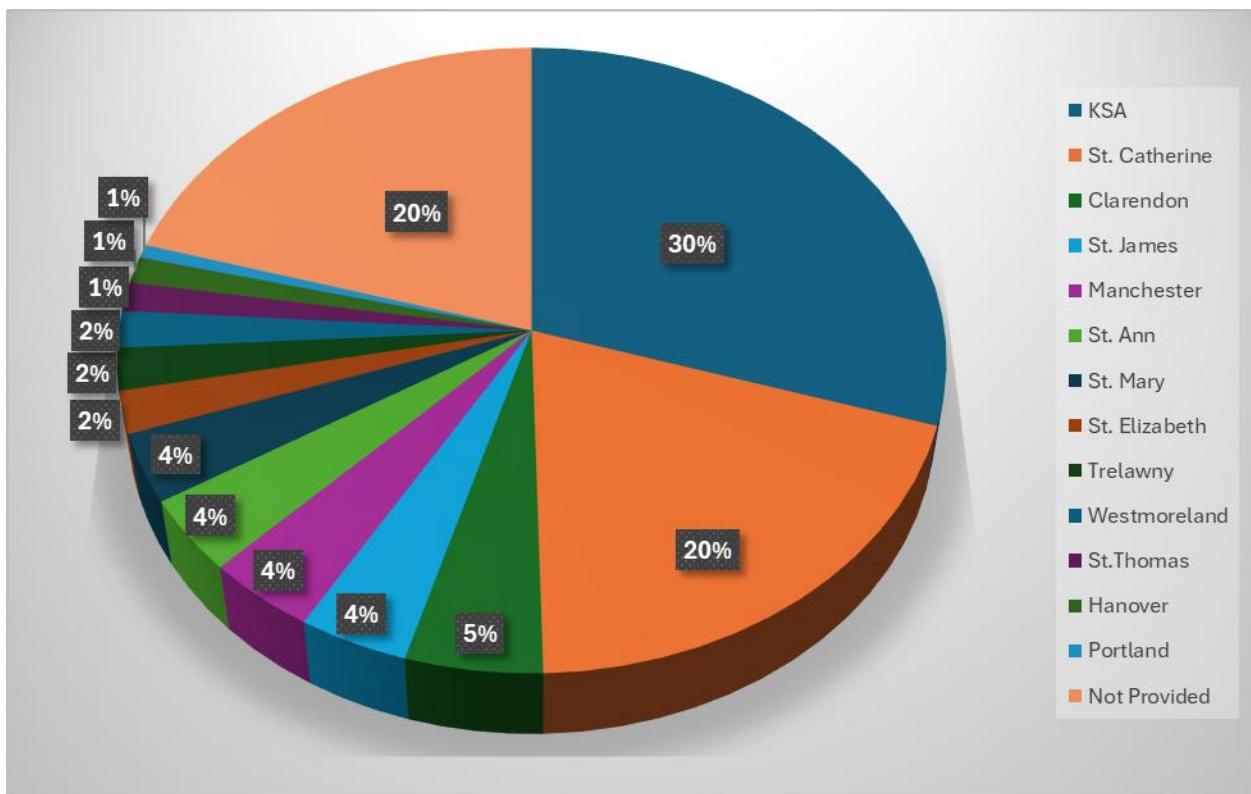
At 54%, the telephone remained the most frequently used method for customers to contact the OUR. Emails, visits and the OUR's website followed, with 201 (27%), 73 (10%), and 47 (6%) of contacts, respectively. Social media, letters, and contacts initiated by the OUR shared the remaining 16 (3%). The details are provided in Figure 8.

Figure 8: Methods of Contact



Geographical Distribution of Contacts

Kingston and St. Andrew and St. Catherine, at 30% and 20% respectively, continued to account for the most contacts. Clarendon followed with 5% while St. James, Manchester, St. Ann and St. Mary each accounted for 4%. All other parishes each had a share of 2% or less. Twenty percent (20%) of the contacts received provided no information on their location/parish, or the information was not recorded. Details are provided in Figure 9.

Figure 9: Geographic Distribution of Contacts

Chapter 6: Appeals Performance

(i) Closure of Appeals⁵

Ten (10) appeals were closed during the review period, of which 7 (70%) were resolved in favour of the utility service providers, two (20%) were resolved in the customer's favour, while the remaining one (10%) was resolved through mutual agreement. Six (60%) of the closed appeals were resolved within the established sixty-five (65) working days, with the remaining four (40%) being closed outside of the timeline.

(ii) Outstanding Appeals⁶

At the end of the review period, seventeen (17) appeals remained outstanding because they exceeded the established sixty-five (65) business days for resolution. Of these appeals, eleven (7) were awaiting OUR's action, and we were awaiting responses from the NWC for the remaining six.

JPS accounts for six (6) of the outstanding appeals, which relate to three (3) cases of equipment damage, two (2) property damage matters, and one billing matter. The eleven (11) outstanding appeals for the NWC all relate to billing matters.

Appeals Process Resolution Rate

Of the twelve (12) new appeals that were accepted for investigation, responses were received for six (6) within the established timeline and one (1) outside of the timeline. However, follow-up actions were taken on two of the appeals for which responses were received. The response timelines for the remaining appeals did not expire by the end of the review period.

All relevant information was received for five (5) of the new appeals for which final decisions were made and communicated to all (100%) customers (by way of Final Letters) within the stipulated timeline. Further details on the CAU's performance on some key Appeals Process activities are provided in Table 10, Appendix I.

⁵ Breakdown of Appeals Closures can be seen in Table 8 on page 27.

⁶ Breakdown of Outstanding Appeals can be seen in Table 9 on page 27.

Chapter 7: Consumer Affairs Highlights

(i) Credits/Compensation

Through the OUR's intervention, \$3,130,407.89 was secured for utility consumers. Of this amount, NWC and JPS accounted for \$2,266,994.47 (72%) and \$431,351.04 (14%), respectively. Digicel accounted for \$183,383.41 (6%) while Columbus Communications (Flow) and C&WJ (Flow) accounted for \$163,798.13 (5%) and \$84,880.84 (3%), respectively.

Of the total credits secured, \$833,474.64 (27%) were recorded during the reporting period, but they were applied to customers' accounts by the service providers in previous periods.

(ii) OUR Conducting Public Consultation on the NWC's Billing Cycle

The OUR is conducting a public consultation on its proposal to establish a maximum number of days for the NWC's billing cycle. Currently, the NWC prepares and dispatches bills to its customers monthly. However, based on its assessment and complaints received from NWC customers, the OUR has recognised that the number of days in each monthly billing cycle varies, which can negatively impact customers, particularly residential customers. In some instances, the number of billing days is either less than or greater than thirty (30) calendar days, which is the widely used standard across various businesses.

Consequently, to thoroughly assess whether the NWC should adopt a standard number of days in its billing cycle, the OUR has decided to undertake this public consultation to examine, among other things:

- (a) Garner the public's views/experience on the impact of the NWC's billing period exceeding the number of days within one (1) month
- (b) Assess the impact of the number of billing days on consumption charges; and,
- (c) Assess the reasonableness of establishing a maximum number of days for the NWC's billing cycle.

The Consultation document can be found on the OUR's website: www.our.org.jm. The deadline for comments, which was 2025 November 27, has been extended to 2026 January 30.

Appendices:

Appendix I: List of Tables: 2025 July - September

Table 6: Contact Activity Summary (All Utilities)

	Description	JPS	NWC	C&WJ (FLOW)		Columbus		Digicel		Private Water Provider	Private Telecoms Providers	OUR/Other (Not Utility) Provider	Total
				Internet	Landline	Mobile	Internet	Landline	Internet				
A	Contacts for the Quarter												
(i)	New Appeals	9	3	0	0	0	0	0	0	0	0	0	12
(ii)	New Complaints	91	129	27	9	38	33	3	10	3	12	2	0
(iii)	New Enquiries	22	25	0	0	4	3	0	0	4	3	0	8
(iv)	New Opinions	1	1	0	0	0	0	0	0	0	0	0	2
(v)	New Referrals	104	119	8	2	13	25	0	4	1	2	0	16
Total Contacts		227	277	35	11	55	61	3	14	8	17	2	24
B	Closure/Resolution of Appeals:												
(i)	Mutually Resolved	0	1	0	0	0	0	0	0	0	0	0	1
(ii)	Resolved in Favour of Customer	1	1	0	0	0	0	0	0	0	0	0	2
(iii)	Resolved in Favour of Utility	5	1	0	0	0	0	0	0	0	1	0	7
Total Closures		6	3	0	0	0	0	0	0	0	1	0	10
C	Total Appeals from Previous Periods:												
Outstanding Appeals with OUR													
(i)	Undergoing Analysis/Determination	6	5	0	0	0	0	0	0	0	0	0	11
(ii)	Awaiting Service Provider's Response	0	6	0	0	0	0	0	0	0	0	0	6
Total Outstanding Appeals		6	11	0	0	0	0	0	0	0	0	0	17

Table 7: Distribution of Contacts by Categories

Complaint Category	Service Providers								Total
	JPS	NWC	Digicel	C&WJ (FLOW)	Columbus Communications (Flow)	Small/Private Telecommunications Providers	Small/Private Water/Sewerage Providers	OUR/Other (Not Utility Related)	
Billing Matters	141	179	0	14	23	0	4	3	364
Broken Main	0	1	0	0	0	0	0	0	1
Customer Service	2	0	0	2	1	0	0	0	5
Defective Street Light	0	0	0	0	0	0	0	0	0
Disconnection	8	9	2	9	5	1	1	0	35
Equipment Damage	9	0	0	0	0	0	0	1	10
Guaranteed Standards	8	8	0	0	0	0	0	0	16
Health & Safety	4	2	0	1	0	0	2	0	9
Illegal Connections	0	1	0	0	0	0	0	0	1
Interruption of Service	13	23	6	20	18	1	5	3	89
Irregular Supply	6	13	0	0	0	0	2	0	21
Leak at Meter	0	2	0	0	0	0	0	0	2
Metering	0	1	0	0	0	0	0	0	1
Number Portability	0	0	1	0	0	0	0	0	1
Other	22	22	5	11	3	0	2	16	81
Payment Arrangement	0	0	0	0	0	0	0	0	0
Phone Credit Depletion	0	0	1	25	0	0	0	0	26
Poor Service Quality	2	6	3	8	2	0	0	0	21
Prepaid Metering Service	1	0	0	0	0	0	0	0	1
Property Damage	1	0	0	0	0	0	0	0	1
Rebate	0	0	0	2	5	0	0	0	7
Reconnection	3	3	0	0	2	0	0	0	8
Refund	2	4	2	4	4	0	0	1	17
Security Deposit	1	0	0	0	0	0	0	0	1
Service Connection	3	1	0	1	0	0	1	0	6
Terms and Condition of Service	1	1	2	1	1	0	0	0	6
Unable to get through to Utility Provider	0	1	0	3	0	0	0	0	4
Total	227	277	22	101	64	2	17	24	734

Table 8: Distribution of Closed Appeals by Utilities

Appeal Category	Service Provider			Total
	JPS	NWC	RBWC	
Billing Matters	4	3	1	8
Equipment Damage	2	0	0	2
Total	6	3	1	10

Table 9: Distribution of Appeals (Outstanding)

Appeal Category	Service Providers		Total
	JPS	NWC	
Billing Matters	1	11	12
Equipment Damage	3	0	3
Property Damage	2	0	2
Total	6	11	17

Table 10: CAU's Performance on Service Standards (New Appeals)

Activity	Service Standards	% Compliance	Comment
Acknowledgement of Appeals	Within two business days of receipt of customer's correspondence	67%	Eight of the 12 new appeals were acknowledged within the established timeline.
Case Letters/ Other Utility Contact	Within five business days of acknowledging customer's correspondence	75%	Nine of the 12 Case Letters were dispatched within the stipulated five business days.
Correspondence Copied to Customer	The customer is to be copied on all correspondence submitted to the utilities pertaining to their complaint	100%	
Final Response	Within the established timeline of receipt of all necessary information from relevant parties	100%	Final responses were prepared and dispatched within the established timeline for the five new appeals for which all relevant information was received.

Appendix II: List of Figures

Figure 1: Distribution of Contacts per 100,000 of Customer Base

Figure 2: Distribution of Billing Contacts per 100,000 of Customer Base

Figure 3: Main Customer Concerns

Figure 4: Quarterly Service Interruption Contacts

Figure 5: Guaranteed Standards Contacts

Figure 6: JPS Reported GS Breaches

Figure 7: NWC Reported GS Breaches

Figure 8: Methods of Contact

Figure 9: Geographic Distribution of Contacts

Appendix III: Definition Of Terms Used In Documenting Customer Contacts

Appeal:	Any contact in which the utility company has completed an investigation into a customer's complaint, the customer remains dissatisfied with the outcome and writes to the OUR asking for an independent investigation of the matter.
Complaint:	Any contact from consumers who feel that particular action(s) of a utility service provider might have been in breach of their Terms and Conditions or might have been unfair to them. The OUR provides investigation for complaints as is necessary. Acceptance of complaints does not require submission of a written response from the service provider.
Customer Contact:	Any contact made to the OUR to register an appeal, inquiry, opinion, etc. Contact can be made through the telephone, post, electronic channels (emails, website, and Facebook page) and visits.
Enquiry:	Any contact requiring verification/confirmation of information relating to the OUR, a utility service, policy and/or practice, etc.
Equipment Damage:	Damage caused to customers' equipment as a result of alleged action or inaction of their service provider.
Interruption of Service:	Where no service is provided, usually for an extended period.
Irregular supply:	Where service is not provided regularly and in keeping with the Terms and Conditions of Service/Contract.
Opinion:	Any contact expressing a view about the actions, practice or terms of service, etc. of a utility company or the OUR.
Referral:	Any contact advised by the OUR to consult the relevant utility company because the complainant had not initially utilized or exhausted the complaint procedure within the relevant utility company.
Refund:	Amounts credited to customers' accounts for breaches of the service provider's Terms and Conditions of Service/Contract
Resolution:	Where the OUR communicates its decision on customers' appeals and complaints
Resolution Rate:	The percentage of resolutions that are made within the established timelines.

Appendix IV: Statement on Confidentiality of Telecommunications Service Provider Information

Information on the customer base of the telecommunication companies was used in some of the calculations contained in the QPR, pursuant to Section 7A of the Telecommunication Act – Amended. The referenced section states, in part:

“...the following information is not required to be regarded and dealt with as secret and confidential namely -

- (a) information that will facilitate customers in their choice of facilities or specified services and the development of the telecommunications industry; and
- (b) information relating to the –
 - (i) quality of service measurements;
 - (ii) prices charged to customers or to other licensees;
 - (iii) network coverage of licensees;
 - (iv) market share of licensees;
 - (v) volume of services of licensees however measured;
 - (vi) subscriber base of licensees; and
 - (vii) capacity and usage of international submarine cables

Appendix V: Appeals Process

The activities of utility companies are guided by “terms and conditions” within their license and/or Act. There are occasions, however, when consumers feel that particular action(s) of a utility company might have been in breach of the utility’s “terms and conditions” or might have been unfair to them. In such circumstances, the OUR is an avenue for recourse in having any such wrong investigated and addressed through our appeals process.

Prior to submitting an appeal to the OUR, consumers are expected and encouraged to first take the complaint, or issues giving rise to the complaint, up to the level of a senior officer at the respective utility company. The hearing of grievances is a consumer’s right and utilities are obliged to review such matters with the aim of having the issue addressed or clarified.

Appendix VI: CAU Internal Performance Standards

Process Timeline for General Appeals

<u>Description</u>	<u>Timelines</u>
Acknowledging correspondence & Assigning Appeal	2 (Two) working days
Case Letter Preparation	5 (Five) working days
Receive JPS’ Response/Update	30 working days ⁷
Review of Provider Response & prepare Follow-Up (F/U) Case letter or issue Directive (where necessary)	10 working days
Receive response to F/U Case Letter	5 (Five) working days
Review Response to F/U Case Letter	5 (Five) working days ⁸
Final Letter Preparation (Draft)	5 (Five) working days
Supervisor’s Review of Final Letter	2 (Two) working days
Dispatch Final Letter	1 working day
Total	65 working days

⁷ Where, based on exceptional circumstances, JPS requires additional time to provide the response to a Case Letter, same is to be communicated to the OUR within five (5) working days of the Case Letter date. The rationale for the additional time must be outlined in the request. The OUR will provide a response to the request within two (2) working days.

⁸ Subsequent to the review of the providers’ response to OUR’s Case Letter, Follow-up Case Letter or Directive issued, the appeal may be escalated to the Supervisor, Manager or Director and would then be treated as a Special Appeal.

Special Appeals

There are appeals that, based on the nature of the issue, may require expertise and/or resources that do not reside in the designated units of the OUR and JPS to effectively resolve same. Accordingly, the classification of “Special Appeals” was revised to provide additional time to both parties to complete their investigation of these matters.

Where necessary, an additional fifteen (15) working days is allotted to JPS to respond to Follow-up Case Letters sent by the OUR. These appeals will thereafter be reclassified as Special Appeals. The OUR has also reduced its consultation time to review Special Appeals from twenty (20) to fifteen (15) working days. Accordingly, the total time allotted to complete the review of a Special Appeal for JPS is at 95 working days

Recommended Service Levels

1. JPS is expected to respond to **OUR's Case Letters** regarding customer's appeals within **thirty (30) working days** of receipt. The company is also expected to acknowledge receipt of our Case Letters within five (5) working days of receipt.
2. JPS is expected to respond to the OUR's follow-up case letter within five (5) working days of receipt for General appeals. However, where necessary, JPS shall notify the OUR within five (5) working days of receipt of the Follow-up Case letter that additional time is required to provide the response. Such Appeals shall then be reclassified as a Special Appeal with the JPS being allotted a total of twenty (20) working days to provide the response, from the date of the Follow-up Case Letter.
3. The OUR's Final Letter to the customer is to be dispatched within **eighteen (18) working days** of receipt of utilities' response (where no Follow-up Case Letter was sent). JPS will be provided with a copy of the Final Letter.
4. The OUR is expected to complete investigations of JPS appeals within the following timelines:
 - **Sixty-five (65) working days** for GENERAL APPEALS (which do not require external consultation)
 - **Ninety-five (95) working days** for Equipment Damage Appeals (which do not require external consultation)
5. The utility company is to extend the hold on the customer's account for thirty **(30) days** subsequent to receiving OUR's final response to allow the customer to make arrangements for the balances that are outstanding and/or give the customer time to appeal to the Director – Consumer & Public Affairs.

Appendix VII: Process Timelines for NWC Appeals

<u>Description</u>	<u>Timelines</u>
Acknowledging correspondence & Assigning Appeal	2 working days
Case Letter Preparation	5 working days

Receive NWC's Response/Update	30 working days
Review of Provider Response & prepare Follow-Up (F/U) Case letter or issue Directive (where necessary)	10 working days
Receive response to F/U Case Letter	5 working days
Review Response to F/U Case Letter	5 working days ⁹
Final Letter Preparation (Draft)	5 working days
Supervisor's Review of Final Letter	2 working days
Dispatch Final Letter	1 working day
Total	65 working days

Special Appeals

There are appeals that, based on the nature of the issue, may require expertise and/or resources that do not reside in the designated units of the OUR and NWC to effectively resolve same. Accordingly, the classification of “Special Appeals” was revised to provide additional time to both parties to complete their investigation of these matters.

Where necessary, an additional five (5) working days is allocated to the NWC to respond to Follow-up Case Letters sent by the OUR. These appeals will thereafter be reclassified as Special Appeals. The OUR has also reduced its time to review Special Appeal from twenty (20) to fifteen (15) working days; thereby retaining the completion timeline for Special Appeals at 85 working days.

Other Appeals Activities:

Monthly reports detailing the appeals for which the responses are outstanding will be generated and sent to the NWC. Where the responses/updates are not received within ten (10) working days of submission of the report, the matter will be escalated to the Vice President – Investment and Performance Monitoring, NWC, for action. Similarly, the CAU will provide NWC with a monthly update on appeals for which our responses are outstanding.

As a consequence, the following are the proposed Service Level Agreements (SLAs) to which the utility companies will be accountable. It is being recommended that the following be agreed upon by all parties and published:

⁹ Subsequent to the review of the providers' response to OUR's Case Letter, Follow-up Case Letter or Directive issued, the appeal may be escalated to the Supervisor, Manager or Director and would then be treated as a Special Appeal.

Recommended Service Levels

NWC is expected to respond to **OUR's Case Letters** regarding customer's appeals within **thirty (30) working days** of receipt. The Commission is also expected to acknowledge receipt of our Case Letters within five (5) working days.

NWC is expected to respond to the **OUR's follow-up case letter** within **FIVE (5) working days** of receipt for General appeals. However, where necessary, the NWC shall notify the OUR within **FIVE (5) working days** of receipt of the Follow-up Case letter that additional time is required to provide the response. Such Appeals shall then be reclassified as a Special Appeal with the NWC being allotted a total of ten (10) working days to provide the response, from the date of the Follow-up Case Letter.

The OUR's Final Letter to the customer is to be dispatched within **EIGHTEEN (18) working days** of receipt of the NWC's response (where no Follow-up Case Letter was sent). The NWC will be provided with a copy of the Final Letter.

The OUR is expected to complete investigations of NWC appeals within the following timelines:

- **SIXTY-FIVE (65) working days** for GENERAL APPEALS (which do not require external consultation)
- **EIGHTY-FIVE (85) working days** for SPECIAL APPEALS (Appeals which require external consultation)

The Utility company is to extend the hold on the customer's account for **thirty (30) days** subsequent to receiving OUR's final response to allow the customer to make arrangements for the balances that are outstanding and/or give the customer time to appeal to the Director – Consumer & Public Affairs.

Appendix VIII: List of Acronyms

Can Cara	-	Can Cara Development Limited (Water & Sewerage Provider)
CPA	-	Consumer and Public Affairs Department (OUR)
CAU	-	Consumer Affairs Unit (OUR)
DEML	-	Dynamic Environmental Management Limited (Water and Sewerage Provider)
Dekal	-	Dekal Wireless Ltd. (Telecommunications Provider)
Flow Service	-	Columbus Communications Jamaica Ltd. (Flow) - Telecommunication Provider
FLOW	-	Cable & Wireless Jamaica Ltd. (C&WJ) Flow
JPS	-	Jamaica Public Service Company Ltd. (Electricity Provider)
KSA	-	Kingston & St. Andrew
NWC	-	National Water Commission (Water & Sewerage Provider)
OUR	-	Office of Utilities Regulation
OURIC	-	Office of Utilities Regulation Information Centre
The Office	-	Comprises 6 members and is headed by a Chairman with the Director General serving as an <i>ex officio</i> member