

# Media Release

## FOR IMMEDIATE RELEASE

### OUR Secures over \$13M for Utility Customers for the First Nine Months of 2025

**(Kingston, Jamaica; 2025 January 12):** The Consumer Affairs Unit of the Office of Utilities Regulation (OUR) secured \$13,718,382.88 for utility customers through its interventions in the first nine months of 2025.

In the latest OUR Quarterly Performance Report covering the 2025 July -September period, \$3,130,407.89 was secured in the third quarter. This follows \$6,276,245.90 in the January–March quarter and \$4,311,729.09 in the second quarter.

Of the third-quarter amount, the National Water Commission (NWC) accounted for the bulk, \$2.3M (72%), and the Jamaica Public Service Company Limited (JPS) approximately \$431,000 (14%). Digicel accounted for the remaining amount. Approximately \$833-thousand of the third-quarter amounts, which were recorded during the reporting period, were applied to customers' accounts by the service providers in previous periods.

#### Guaranteed Standards Payouts

The third quarter also saw JPS and NWC paying out over \$58M to their customers for breaches of the Guaranteed Standards (GS).

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

The NWC's Guaranteed Standards compliance report for the review period indicates that 3,197 breaches were committed, representing a 13% decrease over the preceding period. These breaches had a potential payout of approximately \$15.6 million; however, actual payments were approximately \$8.2 million, representing 53% of the total potential payments. 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. Payments for GS breaches are applied as credits to the affected accounts.

#### Customer Contact Trends

The third-quarter data showed a 22% decline in the number of utility customers contacting the OUR during the July-September 2025 period, from 944 in the prior period to 734 contacts. Billing matters remained the main reason utility consumers contacted the OUR's Consumer Affairs Unit.

OUR's Quarterly Performance Report for 2025 July – September can be found on its website: [www.our.org.jm](http://www.our.org.jm) -30-

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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**