

Media Release

FOR IMMEDIATE RELEASE

Utility Providers Call for United Action Against Vandalism and Theft

(Kingston, Jamaica; 2026 February 6): Jamaica's four major utility providers serving the electricity, water and sewerage, and telecommunications sectors are calling for stronger, united action to combat the increasing incidents of vandalism and theft of utility equipment and services.

The appeal was made during a webinar hosted by the Office of Utilities Regulation (OUR) on 2026 January 30, titled ***"Utilities Network Vandalism and Theft: The Real Cost."***

Senior Manager for Government and Regulatory Affairs at Flow, Charles Douglas, emphasised that addressing the issue requires a shared response across society. "We all have a shared responsibility to improve the situation and to be resilient. We need to be steadfast as the utilities, the government, and the communities to show that the national infrastructure belongs to every Jamaican. It is a national asset, and we want to do everything to protect it," he said.

Brithney Clarke, Business Marketing Lead at Digicel, urged Jamaicans to take a stand against these destructive acts. "The time is now. We want everyone to stand with us as we go against vandalism and theft. We can't allow the mindless minority to hold us hostage as a nation, as a people," she stated.

Meanwhile, Garwaine Johnson, Regional Manager for Clarendon and St. Catherine at the National Water Commission, described vandalism as an attack on the entire country. He reiterated the need for stronger partnerships between utility companies and law enforcement and encouraged citizens to report suspicious activities. "If you see something, say something," he urged.

Representatives from all participating utilities highlighted the seriousness of the issue, noting that vandalism and theft have resulted in millions of dollars in losses, disrupted essential services, and exposed communities to significant safety risks.

Jermaine Clarke, Revenue Security Planning and Research Manager at the Jamaica Public Service Company Limited, detailed the scale of electricity theft, revealing that the company suffers approximately US\$200 million in losses each year. He noted that 19% of all electricity generated is stolen, underscoring the magnitude of the problem. /MORE

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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.

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The OUR's webinar examined the escalating threat of vandalism and theft to Jamaica's critical infrastructure. Discussions explored the economic and operational impact, implications for service reliability, gaps in the legal and regulatory framework, and potential collaborative strategies to address the issue.

The full webinar, "Utilities Network Vandalism and Theft: The Real Cost," is available for viewing on the OUR's YouTube channel, The OUR Jamaica Hub.

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