
Office of Utilities Regulation

Consumer Affairs Unit

Quarterly Performance Report

2025 October - December

Publication Date: 2026 March 31



OFFICE OF UTILITIES REGULATION

36 Trafalgar Road, Kingston 10

Consumer Affairs Unit Quarterly Performance Report

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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 include summation, quarterly, and year-on-year comparisons. The resort latterly to normalise the number of contacts by expressing this as per the 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.

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Executive Summary

For the 2025 October – December period, the OUR’s Consumer Affairs Unit (CAU) received 811 contacts, representing a 10% increase over the preceding quarter. The data shows that the most significant increases were in the categories of Rebate (300%), Service Connection (200%), Interruption of Service 117%, and Poor Service Quality 29%. However, it must be noted that despite the significant percentage increases for the Rebate and Service Connection categories, the actual number of contacts received in the reporting period was 28 and 18, respectively.

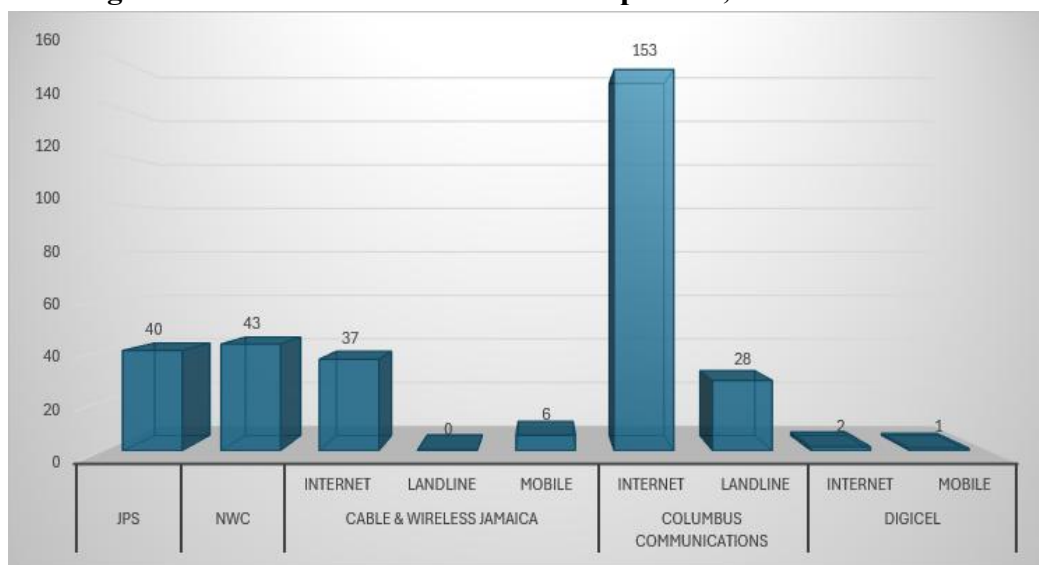
Additionally, although overall contacts increased, some of the traditionally higher-volume categories experienced declines. The categories with the most significant decreases are Disconnection (-49%), Guaranteed Standards (-38%), Phone Credit Depletion (-27%), and Billing Matters (-3%).

The following shows the distribution of contacts per service provider¹:

- Jamaica Public Service Company Ltd. (JPS) – 282 (35%)
- National Water Commission (NWC) – 229 (28%)
- Columbus Communications (Flow) – 128 (16%)
- Cable & Wireless Jamaica Ltd. (Flow) – 81 (10%)
- Digicel – 40 (5%)
- Private Telecommunications Providers, Private Water & Sewerage Service Providers, and Other (Not Utility Provider Related, e.g., cable service) – 51 (6%).

While the JPS at 282 accounted for the most contacts, Figure 1 shows that Columbus Communications (Flow) accounted for the highest numbers, at 153 per 100,000, in proportion to its internet customer base.

¹ Details on contact distribution per service provider can be seen in Table 7 on page 28.

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

In 2025, a total of 3,346 contacts were received, representing a 17% decrease over 2024. As shown in Table 1, Private Telecommunications Service Providers (-43%), JPS (-39%), and Columbus Communications (Flow) (-14%) accounted for the largest decreases in total contacts received in 2025 compared to 2024.

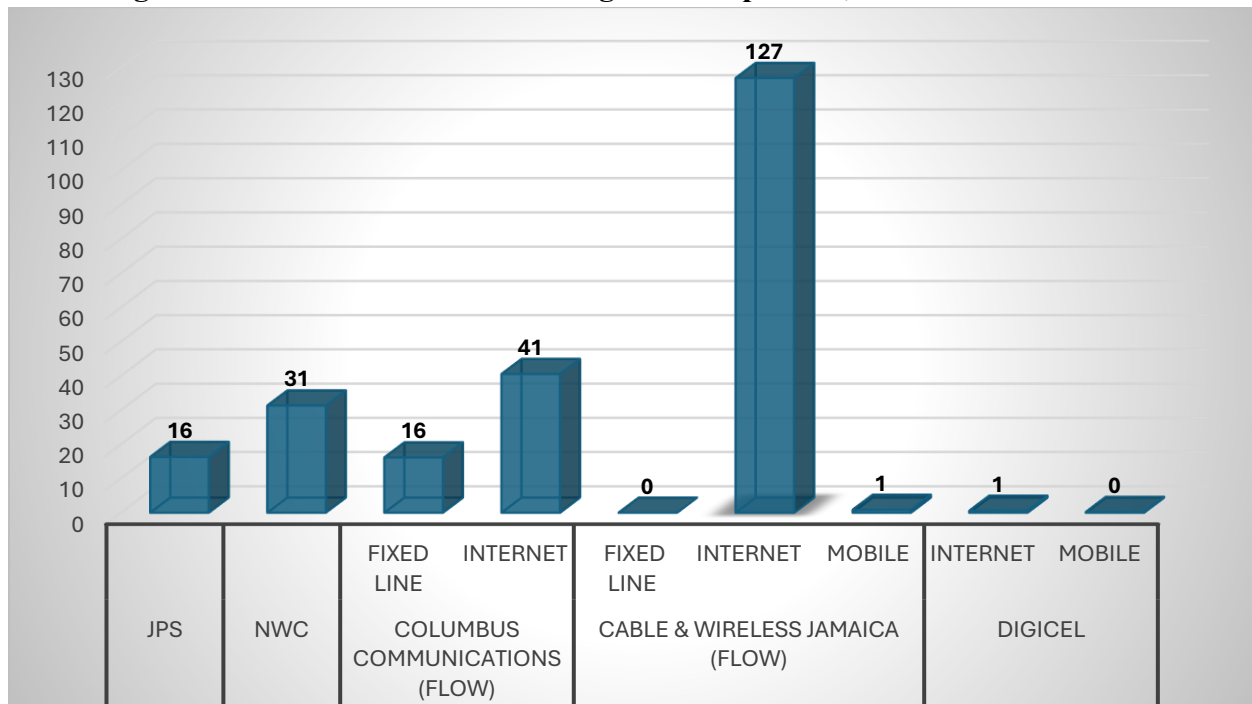
Table 1: Service Providers Contact Summary 2025 vs 2024

Service Providers	2025 Review Periods				Total (Jan - Dec 2025)	Total 2024	% Change
	Jan - Mar	Apr - Jun	Jul - Sept	Oct - Dec			
JPS	300	290	227	282	1,099	1,788	-39%
NWC	261	285	277	229	1,052	1,058	-1%
C&WJ (FLOW)	98	147	101	81	427	394	8%
Columbus Communications (Flow)	147	123	64	128	462	539	-14%
Digicel	16	29	22	40	107	98	9%
Private/Small Telecommunications Service Providers	2	2	2	2	8	14	-43%
Private/Small Water & Sewerage Service Providers	13	22	17	13	65	26	150%
Other/ Not OUR Related	20	46	24	36	126	105	20%
Total	857	944	734	811	3,346	4,022	-17%

Despite being among the contact categories that recorded a decrease, billing matters at 44% remained the main reason utility consumers contacted the CAU. The NWC (21%) and JPS (14%) 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 base were C&WJ (Flow) at 127 per 100,000 of its internet customer base and Columbus Communications (Flow) at 41 per 100,000 of its internet 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 and throughout 2025, accounting for 24% of total contacts.

Chapter 1: Utilities' Responsiveness

(i) Acknowledgements

Four (4) new appeals were accepted for investigation, of which three (3) related to NWC and one (1) to the JPS. Requests for information (case letters) were sent for all the new appeals accepted.

The service providers are required to acknowledge OUR's case letters within five (5) business days. As shown in Table 2, both NWC and JPS achieved 100% compliance in submitting their acknowledgements within the agreed timeline.

Table 2: 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
<i>October - December</i>	100%	100%	N/A

(ii) Response to Case Letters

Service providers should respond to case letters within thirty (30) business days. As Table 3 shows, NWC attained a 100% compliance rating for submitting two (2) out of three (3) responses within the agreed timeline. The remaining response from NWC was not due by the end of the review period. For the JPS, only one (1) response was due, and it was submitted within the agreed timeline.

Table 3: Response to case letters within standard (30 business days)

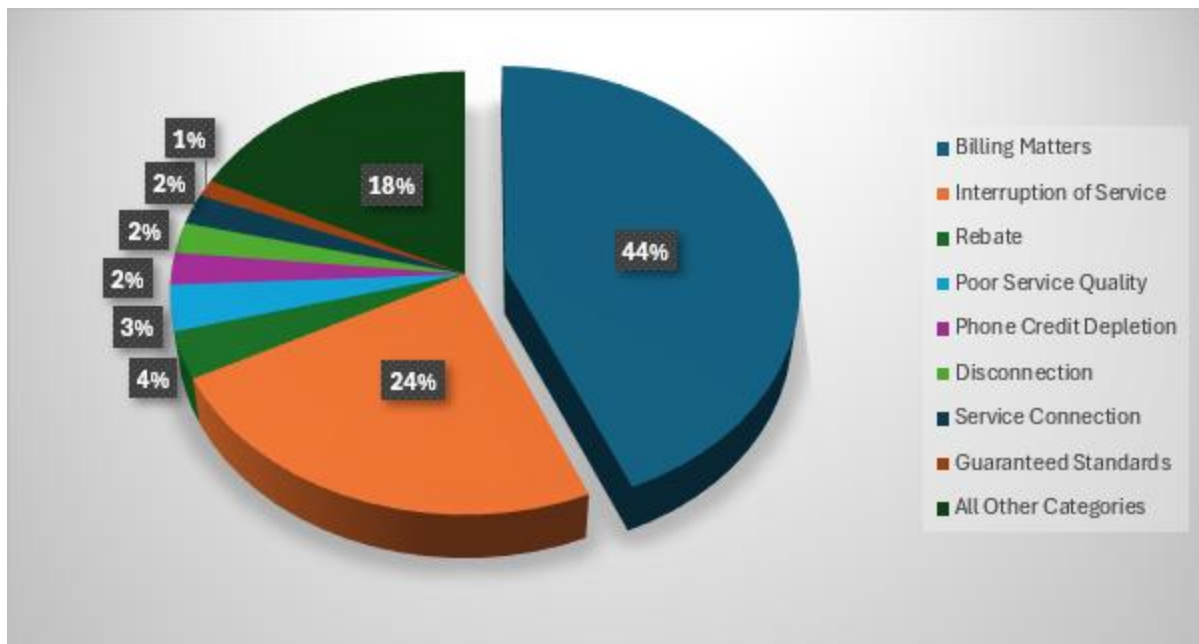
<i>Quarters (2025)</i>	JPS	NWC	RBWC
<i>January - March</i>	100%	67%	N/A
<i>April - June</i>	100%	0%	100%
<i>July - September</i>	83%	100%	N/A
<i>October - December</i>	100%	100%	N/A

For 2025, JPS's compliance rate in responding to our case letters was 95.8%, an 8.15 percentage-point increase over 2024. The NWC achieved an average compliance response score of 66.8% in 2025, a 21.8 percentage-point increase from 2024. RBWC complied with the submission timeline, submitting its one response, earning a 100% rating for 2025.

Chapter 2: Main Customer Concerns

The main reasons for utility customers contacting the CAU during the quarter were Billing, Interruption of Service, Rebate, Poor Service Quality, Phone Credit Depletion, Disconnection and Service Connection (Figure 3). Further details on all contacts distributed per category are provided in Table 8. Additionally, the distribution of contacts per category for 2025 is provided in Table 9.

Figure 3: Main Concerns



(i) Billing

At 44%, billing matters remained the main reason for customer contacts received by the CAU. These matters included disputed charges, high consumption, customer account adjustments, and estimated billing. Thirteen (13), representing 11%, and five (5), representing 3% of the JPS and NWC billing contacts, were related to Hurricane Melissa.

NWC and JPS continued to account for the most billing contacts, with 167 (21%) and 114 (14%), respectively. Columbus Communications (Flow) and C&WJ (Flow) each accounted for 36 (4%) and 17 (2%), respectively. Digicel, Small Telecommunications Service Providers, Small

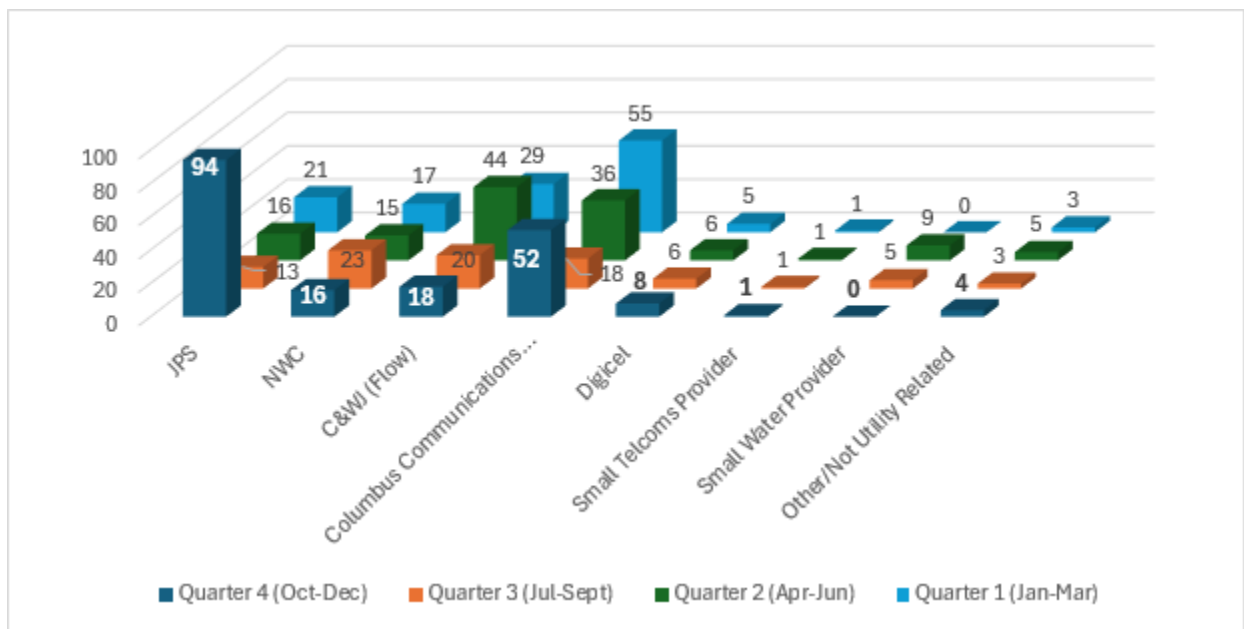
Water/Sewerage Service Providers, and Other/Not Utility Related (e.g. cable services) accounted for the remaining 20 (3%).

(ii) **Interruption of Service**

Service interruption contacts increased by twelve (12) percentage points, to 24%, when compared to the preceding quarter. Of the 193 service interruption contacts, 104 (54%) were related to Hurricane Melissa and were specific to services provided by JPS (67), Columbus Communications (25), C&WJ (6), NWC (5) and Digicel 1.

As seen in Figure 4, JPS and Columbus Communications (Flow) accounted for the highest number of related contacts, with 94 (12%) and 52 (6%), respectively. C&WJ (Flow) and NWC accounted for 18 (2%) and 16 (2%), while Digicel, Small Telecommunications Service Providers, and Others/Not Utility Related accounted for the remaining 13 (2%).

Figure 4: Quarterly Service Interruption Contacts



(iii) **Rebate**

Contacts relating to rebate increased from 7 in the previous period to 28 in the reporting period, resulting in a 300% increase. Columbus Communications (Flow) and NWC account for the

highest number of contacts, with 13 (2%) and 5 (1%), respectively. JPS, C&WJ (Flow), Digicel and Other/Not Utility Related accounted for the remaining 10 (1%).

(iv) **Poor Service Quality**

Similar to the previous period, contacts relating to poor service quality remained at 3% of the total contacts. Columbus Communications (Flow) and JPS each accounted for 1%, while Digicel, C&WJ (Flow), NWC, Small Water & Sewerage Service Providers and Other/Not Utility Related shared the remaining 1%.

(v) **Phone Credit Depletion**

Contacts related to phone credit deletion decreased by 1 percentage point to 2% compared with the previous period. The nineteen (19) contacts received were shared between C&WJ (Flow) – 17, and Digicel – 2.

(vi) **Disconnection**

Disconnection Contacts decreased by three percentage points to 2% when compared with the previous period. JPS accounted for 1% of these contacts, while the remaining 1% was shared among NWC, C&WJ (Flow), Columbus Communications (Flow) and Digicel.

(vii) **Service Connection**

Contacts relating to service connection increased from 6 in the previous period to 18 in the reporting period, resulting in a 200% increase. JPS accounted for 1% of these contacts, while the remaining 1% was shared among NWC, C&WJ (Flow), Columbus Communications (Flow), Digicel, Small Water & Sewerage Service Providers and Other/ Not Utility Related.

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?

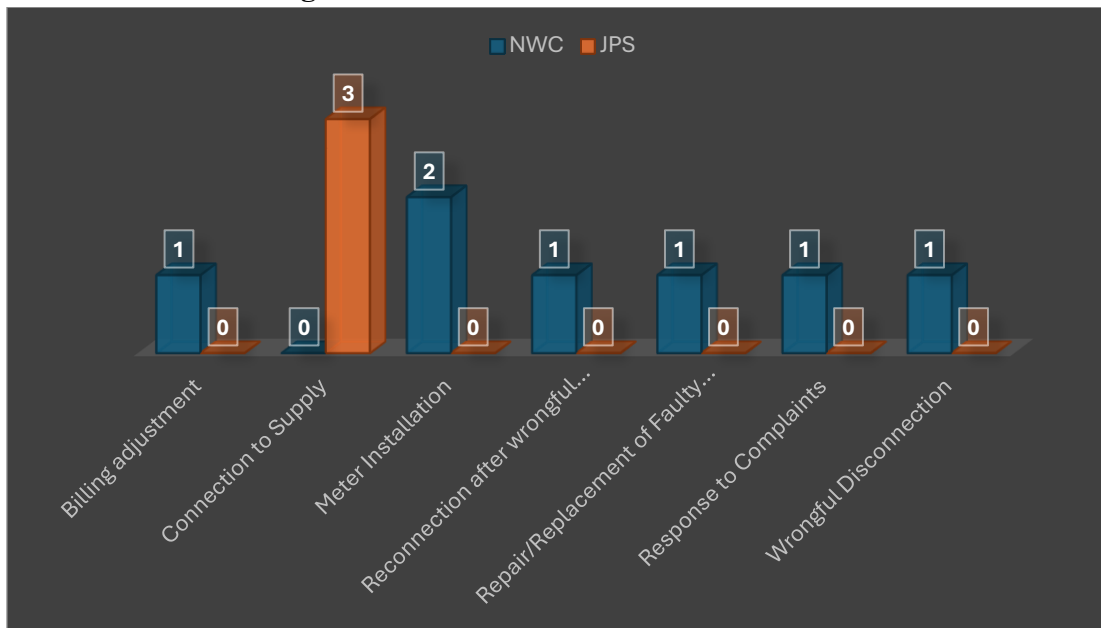
NWC: Compensation for a breach of a standard is four (4) times the applicable service charge OR six (6) times the service charge for those in the special compensation category. Where applicable, customers must submit their claims within 120 days of the breach. Breaches of individual standards will attract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

Ten (10) contacts were received from JPS and NWC customers concerning alleged breaches of the GS, representing one percent (1%) of the total contacts received. JPS accounted for three (3), while the NWC accounted for the remaining seven (7) contacts regarding alleged GS breaches.

As shown in Figure 5, *Connection to Supply* and *Meter Installation* accounted for the highest number of contacts regarding alleged breaches of the GS for JPS and the NWC, respectively.

Figure 5: Guaranteed Standards Contacts

(iv) Utilities' Performance on Guaranteed Standards

JPS

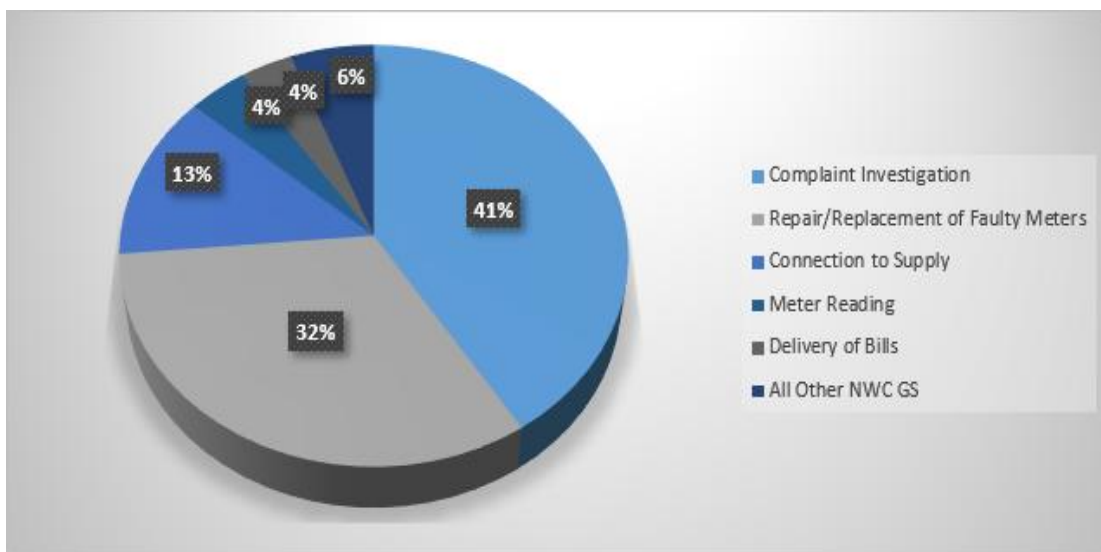
JPS's Report was not submitted.

Figure 6: JPS Reported GS Breaches**NWC**

The NWC's Guaranteed Standards compliance report for the review period indicates that 2,047 breaches were committed during the review period, representing a 36% decrease over the preceding period. These breaches had a potential payout of approximately \$ 10 million, while actual payments totalled approximately \$6.4 million, representing 64% of the total potential payments, and were made through automatic credits to the affected accounts. The remaining 36% 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 *Delivery of Bills* (which requires that the first bill be issued within a maximum of 40 working days after connection of supply). These five (5) standards represented 94% of total breaches and potential compensation.

Figure 7: NWC Reported GS Breaches



The NWC GS reports indicate that 12,742 breaches were committed throughout 2025, representing a 2% decrease from 2024. Potential compensation for these breaches was approximately \$63.1 million, of which approximately \$28.9 million (46%) was paid. The remaining 54% of GS compensation not paid included those for which the affected customers did not submit the required claim forms.

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 shown in Table 4, 5 out of 7 PWSSPs (71%) submitted their QoS reports for the review period. However, of the five reports received, only three, representing 60%, were submitted within the stipulated timeline.

Table 4: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions

Licensees to Submit Quarterly QoS Reports	2025 October - December	
	Due Date	Submission Date
Can-Cara Development Ltd. (CDL)	2026.02.12	2026.02.26
Dynamic Environmental Management Services Ltd. (DEML)		2026.02.12
Dairy Spring Ltd. (DSL)		Not Received
Runaway Bay Water Company Ltd (RBWC)		2026.02.16
Rosehall Development Ltd. (RDL)		2026.02.12
Richmond Environmental Services Ltd. (RESL)		2026.02.12
Tryall Golf and Beach Club (TGBC)		Not Received

Analysis of the quarterly GS reports received from the PWSSP indicates that:

- DEML committed one (1) breach of GS 7 – Reconnection after payment of overdue amounts, for which compensation of \$6,400.27 was paid.
- RBWC committed 16 breaches of GS 5 – Repair or Replacement of Faulty Meters for which the required compensation, of \$55,011.84 (16 x \$3,438.24), was not automatically applied to the affected customers' accounts. RBWC will be required to make the compensatory payments for these breaches.

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 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 5, the NWC Call Centre Report for the review period, when compared to the preceding quarter, indicates that the *Average Speed of Answer* remained unchanged at 10 seconds, while *Average Talk Time* and *Average Length of Calls* decreased by one minute and 45 seconds and 38 seconds, respectively. *Percentage Service Level* and *Percentage of Abandoned Calls* increased by 1% and 0.39%, respectively, while *First Call Resolution Rate* decreased by 1.8 percentage points.

Table 5: NWC's Call Centre Performance

<i>KPIs</i>	<i>KPI Definition</i>	2025 Performance			
		Jan - Mar	Apr - Jun	Jul- Sept	Oct-Dec
<i>Average Speed of Answer</i> ²	Average time for answering calls	0:00:17	0:00:14	0:00:10	0:00:10
<i>Average Talk Time</i>	Average time spent talking to customers	0:04:37	0:05:16	0:05:45	0:04:00
<i>Average Length of Call (Call Handle Time)</i>	Combination of Average Talk Time, Average After Call Work, and Hold Time	0:06:25	0:07:23	0:07:00	0:06:22
<i>Percentage Service Level</i> ³	Percentage of calls answered within 20 seconds	92%	92%	94%	95%

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

Percentage of Abandoned Calls	Percentage of calls not serviced	1%	1.07%	0.72%	1.11%
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%	81.12%

JPS:

As seen in Table 6, the JPS Call Centre Report for the review period, when compared with the preceding quarter, indicates that the *Average Speed of Answer* increased by 8 seconds while *Average Talk Time* and *Average Length of Calls* decreased by 28 seconds and 17 seconds, respectively. The percentage of *Abandoned Calls* increased by one percentage point while the *Percentage Service Level* decreased by six percentage points. The *First Call Resolution Rate* increased significantly by 13.5 percentage points to 98%.

Table 6: JPS Call Centre Performance
2025 Performance

KPIs	KPI Definition	Jan - Mar	Apr - Jun	Jul - Sept	Oct - Dec
<i>Average Speed of Answer</i>	Average time for answering calls	0:00:05	0:00:10	0:00:05	0:00:13
<i>Average Talk Time</i>	Average time spent talking to customers	0:04:53	0:05:20	0:04:32	0:04:04
<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	0:04:32

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

<i>Percentage Service Level</i>	Percentage of calls answered within 20 seconds	97%	95%	98%	92%
<i>Percentage of Abandoned Calls</i>	Percentage of calls not serviced	1%	1%	1%	2%
<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%	98%

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: JPS's Report was late.

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.

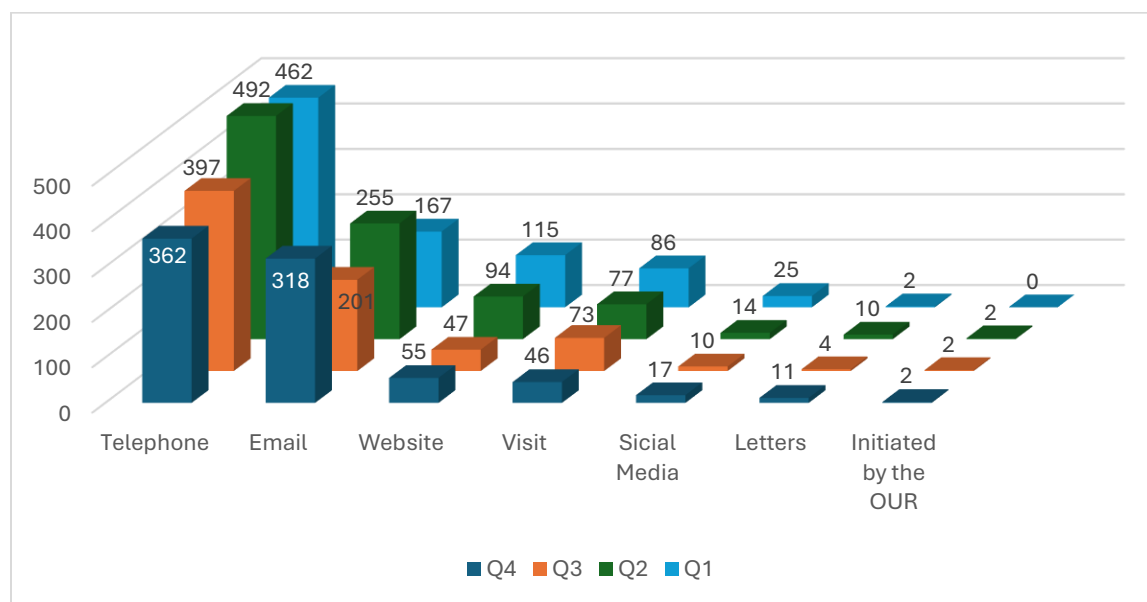
Based on notifications to the public for outages lasting no more than 4 hours, the NWC achieved a 100% compliance rating by issuing the one relevant notice within the established target.

For notifications exceeding four hours, the NWC also achieved a compliance rating of 43%, which is 47 percentage points short of the established target of providing at least 24 hours' advance notice. Of the 14 related notifications received, 6 complied with the stated target.

Chapter 6: Customer Contact Distribution

At 45%, the telephone remained the most frequently used method for customers to contact the OUR. Emails, the OUR's website, and visits followed with 318 (39%), 55 (7%), and 46 (6%), respectively. Social media, letters, and contacts initiated by the OUR shared the remaining 30 (3%). The details are provided in Figure 8.

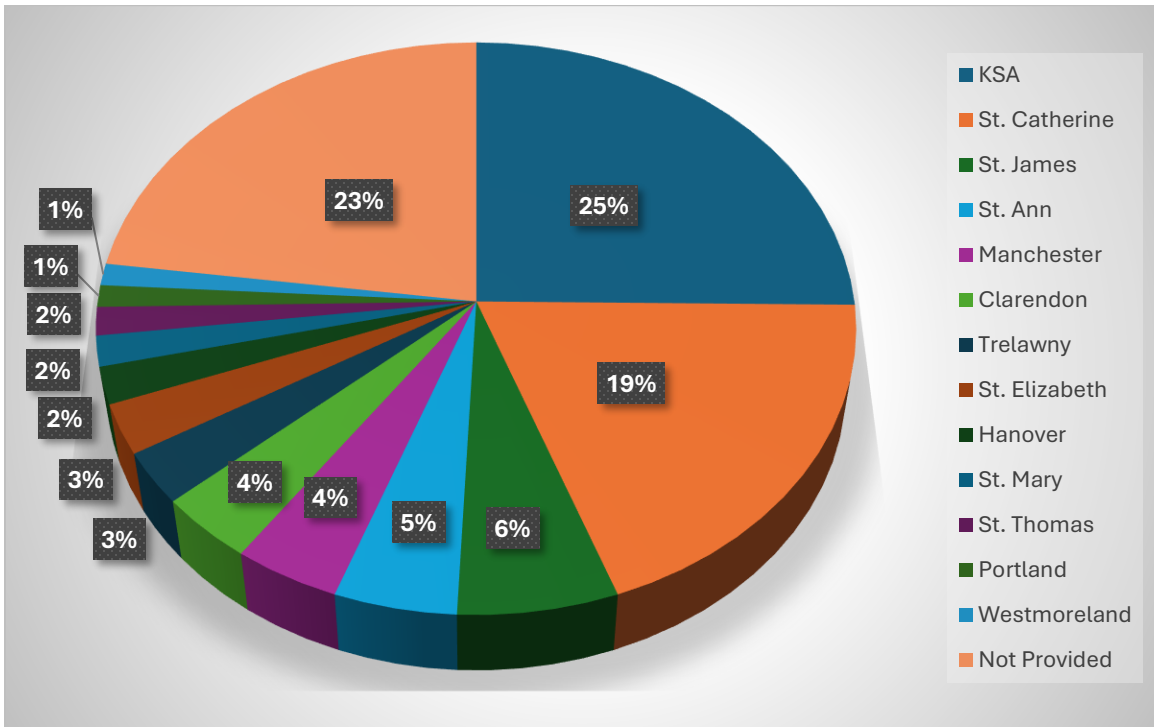
Figure 8: Methods of Contact



Geographical Distribution of Contacts

Kingston and St. Andrew accounted for the largest share of contacts at 25% (202), followed by St. Catherine with 19% (157). St. James and St. Ann accounted for 6% and 5%, respectively. Manchester and Clarendon each accounted for 4%, while all other parishes had a share of 3% or less. Twenty-three percent (23%) 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 Appeals ⁵

Fourteen (14) appeals were closed during the review period, of which 10 (71%) were resolved in favour of the utility service providers, two (14%) were resolved in the customer's favour, while the remaining two (14%) were resolved through compromise. Seven (50%) of the closed appeals were resolved within the established sixty-five (65) working days, with the remaining seven (50%) being closed outside of the timeline.

(ii) Outstanding Appeals⁶

At the end of the review period, fourteen (14) appeals remained outstanding as they exceeded the established sixty-five (65) business days for resolution. Of these appeals, nine (9) were awaiting OUR's action, and we were awaiting two (2) responses from JPS and three (3) from the NWC.

JPS accounts for six (6) outstanding appeals, which relate to three (3) equipment damage cases, two (2) property damage cases, and one billing matter. The eight (8) outstanding appeals for the NWC all relate to billing matters.

Appeals Process Resolution Rate

Of the four (4) new appeals accepted for investigation during the review period, responses were received for three (3) within the established timeline, while one (1) response was not yet due by the end of the period. Follow-up actions were taken on two (2) of the appeals for which responses were received.

All relevant information was received for one (1) of the new appeals, for which a final decision was made and communicated to the customer via a Final Letter within the stipulated timeline. Further details on the CAU's performance on key Appeals Process activities are provided in Table 12, Appendix I.

⁵ Breakdown of Appeals Closures can be seen in Table 10 on page 30.

⁶ Breakdown of Outstanding Appeals can be seen in Table 11 on page 30.

Thirty-seven (37) new appeals were accepted for investigation in 2025, for which all relevant information was received for 33. Twenty-nine (29) of the 33 appeals, representing 88%, were closed, with 18 (55%) resolved within the established 65 working days.

Chapter 7: Consumer Affairs Highlights

(i) Credits/Compensation

Through the OUR's intervention, \$3,473,429.78 was secured for utility consumers. Of this amount, NWC accounted for the highest share of \$2,008,678.75 (58%). C&WJ (Flow) and Columbus Communications (Flow) followed with \$619,702.81 (18%) and \$387,895.67 (11%), respectively. JPS and Digicel accounted for the remaining \$339,569.72 (10%) and \$117,582.83 (3%), respectively.

Of the total credits secured, \$973,933.99 (28%) were recorded during the reporting period but applied to customers' accounts by service providers in previous periods.

The total amount secured for utility consumers for 2025 was \$17,191,812.66, of which JPS, NWC, Columbus Communications (Flow), C&WJ (Flow) and Digicel accounted for 42%, 40%, 9%, 8% and 3% respectively.

(ii) JPS and NWC Guaranteed Standards Suspension due to Hurricane Melissa

Due to the adverse impact of Hurricane Melissa, which affected Jamaica on 2025 October 28, on its infrastructure, JPS submitted a request to the Ministry of Energy, Transport and Telecommunications (METT) to suspend, among other things, its Guaranteed Standards from 2025 October 23 until restoration of supply to the entire island. METT submitted JPS's request to the OUR for review and recommendation.

The NWC also submitted a request for a thirty (30) day suspension of its GS for all parishes, commencing 2025 October 27.

The OUR reviewed both requests and concluded that Hurricane Melissa presented circumstances which would have prevented both JPS and NWC from meeting the GS requirements for the immediate period and after the Hurricane. In its review, the OUR also noted that the Government of Jamaica issued the Disaster Risk Management (Declaration of Threatened Area) (Tropical Storm Melissa) Order, 2025 on 2025 October 24, and the Disaster Risk Management (Hurricane Melissa) Evacuation Order, 2025 on 2025 October 26 (both Orders referred to as the "DRM Orders"), which would have triggered the need for all utility service providers to take immediate action to prepare for and mitigate the potential effects of the imminent storm. It was therefore

deemed reasonable to expect the service providers to have suspended some of their usual service delivery activities and reallocate resources to the preparation efforts as early as 2025 October 24. This would have impacted their ability to comply with several of the service-level delivery requirements prescribed by the GS. The OUR was also mindful that the service providers' imperative after the Hurricane was to restore service to customers.

Consequent to the foregoing considerations, the OUR recommended to METT the suspension of the GS for JPS and approved the NWC's GS suspension, commencing 2025 October 24, to all parishes until 2025 December 31.

Appendices:

Appendix I: List of Tables: 2025 October - December

Table 7: Contact Activity Summary (All Utilities)

	Description	JPS	NWC	C&WJ (FLOW)			(Flow)		Digicel		Private Water Providers	Private Telecoms Providers	OUR/Other (Not Utility Provider Related)	Total
				Internet	Landline	Mobile	Internet	Landline	Internet	Mobile				
A	Contacts for the Quarter													
(i)	New Appeals	1	3	0	0	0	0	0	0	0	0	0	0	4
(ii)	New Complaints	164	131	22	1	35	99	6	9	13	5	0	3	488
(iii)	New Enquires	22	11	2	0	4	3	0	1	1	2	0	6	52
(iv)	New Opinions	1	0	0	0	0	0	0	0	0	0	0	0	1
(v)	New Referrals	94	84	5	0	12	19	1	7	9	6	2	27	266
	Total Contacts	282	229	29	1	51	121	7	17	23	13	2	36	811
B	Closure/Resolution of Appeals:													
(i)	Compromise	3	0	0	0	0	0	0	0	0	0	0	0	3
(ii)	Resolved in Favour of Customer	1	1	0	0	0	0	0	0	0	0	0	0	2
(iii)	Resolved in Favour of Utility	4	5	0	0	0	0	0	0	0	0	0	0	9
	Total Closures	8	6	0	0	0	0	0	0	0	0	0	0	14
C	Total Appeals from Previous Periods:													
	Outstanding Appeals with OUR													
(i)	Undergoing Analysis/Determination	4	5	0	0	0	0	0	0	0	0	0	0	9
(ii)	Awaiting Service Provider's Response	2	3	0	0	0	0	0	0	0	0	0	0	5
	Total Outstanding Appeals	6	8	0	0	0	0	0	0	0	0	0	0	14

Table 8: 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	114	167	11	17	36	1	5	3		354
Broken Main	0	3	0	0	0	0	0	0		3
Customer Service	1	1	1	1	1	0	0	0		5
Defective Street Light	2	0	0	0	0	0	0	0		2
Disconnection	5	4	1	4	4	0	0	0		18
Equipment Damage	4	0	0	0	0	0	0	0		4
Guaranteed Standards	3	7	0	0	0	0	0	0		10
Health & Safety	5	0	0	0	1	0	1	1		8
Illegal Connections	3	0	0	0	0	0	0	0		3
Interruption of Service	94	16	8	18	52	1	0	4		193
Irregular Supply	8	4	0	0	0	0	0	0		12
Leak at Meter	0	1	0	0	0	0	0	0		1
Metering	0	0	0	0	0	0	0	0		0
Number Portability	0	0	0	0	0	0	0	0		0
Other	18	13	4	8	4	0	4	18		69
Payment Arrangement	0	0	0	0	0	0	0	0		0
Phone Credit Depletion	0	0	2	17	0	0	0	0		19
Poor Service Quality	7	2	5	4	7	0	1	1		27
Prepaid Metering Service	1	0	0	0	0	0	0	0		1
Property Damage	1	0	0	0	0	0	0	0		1
RAMI System (Service Connection)	1	0	0	0	0	0	0	0		1
Rebate	3	5	2	2	13	0	0	3		28
Reconnection	1	2	0	0	1	0	0	0		4
Refund	2	0	2	3	3	0	0	1		11
Security Deposit	0	0	0	0	0	0	0	0		0
Service Connection	9	1	3	1	2	0	1	1		18
Terms and Condition of Service	0	1	1	5	3	0	1	3		14
Unable to get through to Utility Provider	0	2	0	1	1	0	0	1		5
Total	282	229	40	81	128	2	13	36		811

Table 9: Annual Distribution of Contacts by Categories

Complaint Category	Review Periods (2025)				Total (Jan - Dec 2025)
	Jan-Mar	Apr - Jun	Jul - Sept	Current Quarter (Oct. - Dec.)	
Billing Matters	437	447	364	354	1,602
Broken Main	4	7	1	3	15
Customer Service	3	3	5	5	16
Defective Street Lights	1	3	0	2	6
Disconnection	38	39	35	18	130
Equipment Damage	11	17	10	4	42
Guaranteed Standards	16	18	16	10	60
Health & Safety	6	9	9	8	32
Illegal Connections	3	2	1	3	9
Interruption of Service	131	132	89	193	545
Irregular Supply	4	10	21	12	47
Leak at Meter	2	5	2	1	10
Metering	3	2	1	0	6
Number Portability	7	5	1	0	13
Other	73	110	81	69	333
Payment Arrangement	0	3	0	0	3
Phone Credit Depletion	16	18	26	19	79
Poor Service Quality	12	26	21	27	86
Prepaid Metering Service	4	2	1	1	8
Property Damage	0	2	1	1	4
RAMI Service Connection	0	0	0	1	1
Rebate	14	15	7	28	64
Reconnection	10	10	8	4	32
Refund	16	18	17	11	62
Security Deposit	2	8	1	0	11
Service Connection	7	6	6	18	37
Terms & Conditions of Service	12	14	6	14	46
Unable to get through to Service Provider	25	13	4	5	47
Unavailability of Service	0	0	0	0	-
Total	857	944	734	811	3,346

Table 10: Distribution of Closed Appeals by Utilities

Appeal Category	Service Provider			Total
	JPS	NWC		
Billing Matters	5	6		11
Equipment Damage	3	0		3
Total	8	6		14

Table 11: Distribution of Appeals (Outstanding)

Appeal Category	Service Providers		Total
	JPS	NWC	
Billing Matters	1	8	9
Equipment Damage	3	0	3
Property Damage	2	0	2
Total	6	8	14

Table 12: CAU's Performance on Service Standards (New Appeals)

Activity	Service Standards	% Compliance	Comment
Acknowledgement of Appeals	Within two business days of receipt of the customer's correspondence	75%	Three of the 4 new appeals were acknowledged within the established timeline.
Case Letters/ Other Utility Contact	Within five business days of acknowledging the customer's correspondence	75%	Three of the 4 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%	The final response was prepared and dispatched within the established timeline for one new appeal, 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