

Media Release

FOR IMMEDIATE RELEASE

OUR Secures Over \$17M for Utility Customers in 2025

(Kingston, Jamaica; 2026 May 4): The Office of Utilities Regulation (OUR), through the intervention of its Consumer Affairs Unit (CAU), secured over \$17-million dollars for utility customers during 2025.

This is significantly more than the \$3,843,452.23 credit applied to customers' accounts through actions taken by the OUR's CAU in 2024.

Of the \$17,191,812.66 secured in 2025, the Jamaica Public Service Company Limited (JPS) accounted for 42% and the National Water Commission (NWC), 40%. Columbus Communications (Flow), C&WJ (Flow) and Digicel accounted for 9%, 8% and 1% respectively.

The data are contained in the OUR's Quarterly Performance Report for 2025 October-December, which also includes annual performance data for 2025.

Reacting to the CAU's performance in securing an increased amount for utility customers in 2025, CAU Manager, Collette Goode said, "The Unit continues to work assiduously with customers and utility providers in resolving issues that arise. The high sum restored to customers is a testament to the dedication and determination with which we pursue every matter, no matter how small."

Guaranteed Standard Breaches

In 2025, the performance of JPS and NWC in relation to compliance with their Guaranteed Standards was impacted by Hurricane Melissa₂ which occurred on 2025 October 28.

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 to suspend its GS for all parishes, starting 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, 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.

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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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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 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.

For 2025, JPS's Guaranteed Standard reports indicate that a total of 81,572 breaches were committed, a 6% decrease from 2024. Compensation associated with these breaches amounted to approximately \$182.3 million, of which \$169.1 million (93%) was paid. The unpaid compensation relates to the breaches for which JPS was granted *force majeure* relief.

The NWC Guaranteed Standard reports for 2025 indicate that 12,742 breaches were committed, 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.

The OUR's Quarterly Performance Report for 2025 October – December can be found on the OUR's website: www.our.org.jm.

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