

Media Release

FOR IMMEDIATE RELEASE

OUR Wins Regional Recognition at OOCUR Conference

(Kingston, Jamaica; 2026 May 6): The Office of Utilities Regulation (OUR) earned regional recognition after winning two awards at the inaugural Organisation of Caribbean Utility Regulators (OOCUR) Gala and Awards, held at the 20th OOCUR Conference on Thursday, 2026 April 30, in Falmouth, Trelawny.

The OUR received the **Winston Hay Award for Most Outstanding Consumer Protection Initiative 2025** and was named **Regulator of the Year 2025**, underscoring Jamaica's leadership in utility regulation and consumer protection across the Caribbean.

The Winston Hay Award was presented to the OUR for its Quality of Service (QOS) Symposium, recognised as the Most Innovative Consumer Protection Initiative. The initiative was launched to share and discuss the findings of the OUR's biennial National Consumer Satisfaction Survey and, over a seven-year period, evolved into a sustained forum for capacity building, the exchange of local and international expertise, and workshops focused on improving utility service standards.

This process resulted in the publication of Complaints Handling Guidelines and a Determination Notice, which formalised complaint-handling procedures and customer service standards for regulated utilities, while strengthening engagement between service providers and consumers across Jamaica's utility sector.

OUR Director-General, Ansord E. Hewitt, welcomed the recognition, stating, *"It's a wonderful thing to have your colleagues acknowledge the work that you do. So that is really, really appreciated. I am particularly gratified by the Winston Hay Award for the most outstanding consumer protection initiative for 2025."*

To win the Winston Hay Award, which was named after Mr. Hay, the first Director General of the OUR, the project demonstrated leadership in shaping consumer-focused utility policies; advocacy for consumer empowerment and protection; innovation, adaptability and introduction of novel approaches that enhance consumer experience, as well as show tangible benefits to consumers.

The OOCUR Regulator of the Year Award recognises a regional regulatory agency that has made significant contributions to advancing regulatory practices, demonstrating leadership, innovation, and commitment to regulatory excellence within the Caribbean region.

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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

OUR Wins Regional Recognition at OOCUR Conference .../2

Mr. Hewitt also expressed appreciation to the OOCUR Executive for establishing the regional awards programme, saying, *“I commend the OOCUR Executive for institutionalising this award programme, a deliberate step in honouring our own in the region. Too often, we seek validation from others outside of our jurisdiction, paying homage to the observation that a prophet has no honour in his own country. This evening, we are demonstrating that this does not have to be the case.”*

OOCUR comprises regulators from fifteen countries in the region.

-30-

Contact: OUR’s Public Affairs Unit; publicaffairs@our.org.jm – 876-968-6053

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