

Media Release

FOR IMMEDIATE RELEASE

OUR Gears Up Utility Providers for Hurricane Season

(KINGSTON, Jamaica; 2026 June 2): The Office of Utilities Regulation (OUR) has asked for the annual Business Continuity Plans from the major utility providers as part of its preparations for the hurricane season.

These plans outline the activities utilities will begin before the hurricane season, the measures to be taken in the event of a natural disaster, and include disaster preparedness, emergency operations, and recovery and restoration strategies.

In the event of a major natural disaster, the OUR plays an active coordination role, among other things, maintaining frequent contact with utilities and monitoring infrastructure damage, customer impact, and service restoration progress.

Utilities have also been asked to show the insurance arrangements they have in place regarding the occurrence of a hazardous event. They are also encouraged to develop communication plans for their stakeholders.

“From our end, the OUR continues to refine its approaches and has recently reviewed the OUR’s Emergency Preparation Matrix, which guides our response in the event of hazardous events and served us well following last year’s hurricane. We will continue to provide relevant updates should the need arise,” commented OUR’s Director General Ansord E. Hewitt.

He pointed out that the OUR also observed that the heightened level of collaboration among utility providers leading into preparation for Hurricane Melissa in October 2025 and in the post-restoration efforts represents the type of best practice that must be embedded as a part of the disaster preparedness and recovery architecture.

The Director-General said, “I am mindful that the 2026 hurricane season will see a utility sector that has not yet fully recovered from Hurricane Melissa. We ask for your patience as we work not only to oversee the rebuilding of the utility infrastructure but also to create a more resilient framework to better serve you.”

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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