Office of Utilities Regulation

Consumer Affairs Unit

Quarterly Performance Report

2026 January - March

Publication Date: 2026 July 10

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 normalize 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 recognized 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 2026 January – March period, the OUR's Consumer Affairs Unit (CAU) received 1,069 contacts, representing a 32% increase over the preceding quarter. The data show that the most significant increases were in the categories of Guaranteed Standards (130%), Disconnection (122%), Billing Matters (51%) and Interruption of Service (24%). However, despite the significant percentage increases in the Guaranteed Standards and Disconnection categories, the actual numbers of contacts received in the reporting period increased by 23 and 40, respectively.

Additionally, although overall contacts increased, some traditionally higher-volume categories declined. The categories with the most significant decreases are Rebate (-46%), Poor Service Quality (-19%), and Service Connection (-17%).

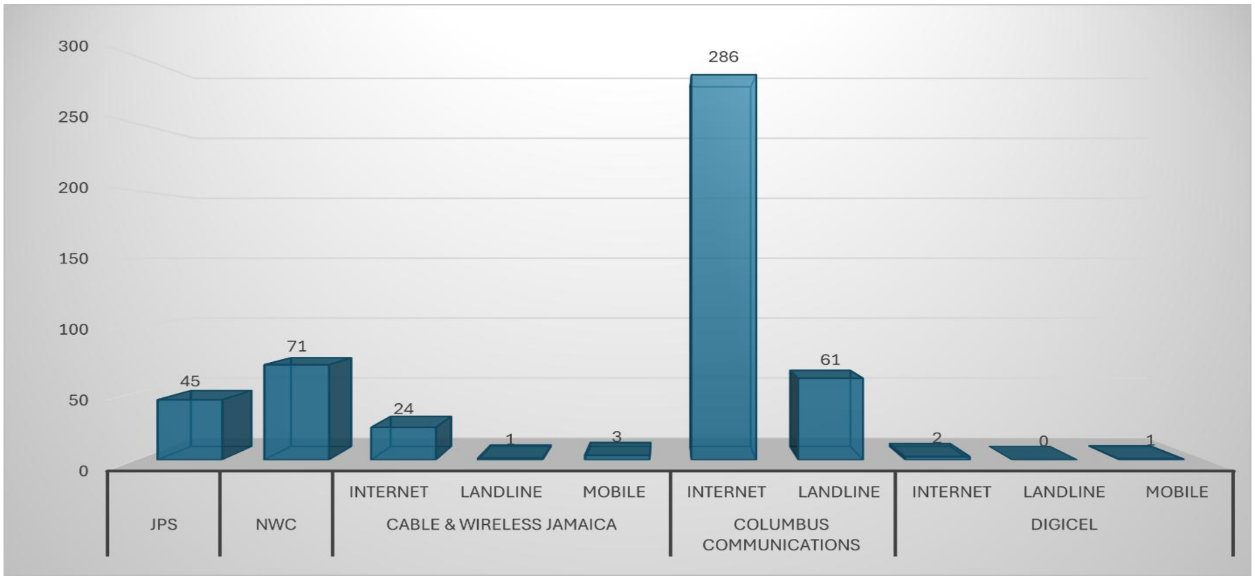
The following shows the distribution of contacts per service provider[1]:

- National Water Commission (NWC) – 377 (35%)
- Jamaica Public Service Company Ltd. (JPS) – 312 (29%)
- Columbus Communications (Flow) – 241 (23%)
- Cable & Wireless Jamaica Ltd. (Flow) – 49 (5%)
- Digicel – 41 (4%)
- Private Telecommunications Providers, Private Water & Sewerage Service Providers, and Other (Not Utility Provider Related, e.g., cable service) – 49 (4%).

While the NWC at 377 accounted for the most contacts, Figure 1 shows that Columbus Communications (Flow) had the highest number per 100,000, at 286, in proportion to its internet customer base.

[1] Details on contact distribution per service provider can be seen in Table 6 on page 27.

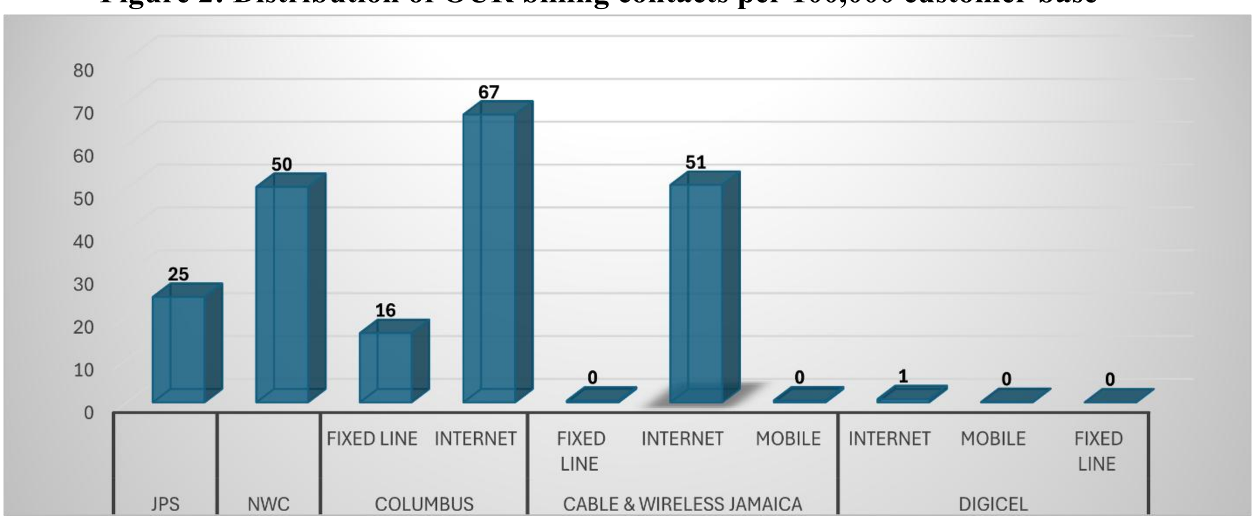
Figure 1: Distribution of OUR contacts per 100,000 of customer base



At 50%, billing matters remained the main reason utility consumers contacted the CAU. NWC (25%) and JPS (16%) 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 bases were: Columbus Communications (Flow) at 67 of its internet customer base, Cable & Wireless Jamaica (Flow) at 51 also of its internet customer base, and NWC at 50 of its customer base.

Figure 2: Distribution of OUR billing contacts per 100,000 customer base



Service interruption remained the second-most common reason for customer contact with the CAU during the review period, accounting for 22% of total contacts.

Chapter 1: Utilities' Responsiveness

(i) Acknowledgements

Eighteen (18) new appeals were accepted for investigation, of which nine (9) related to JPS, eight (8) to NWC, and one (1) to Can-Cara. However, the customer for one of the JPS appeals withdrew his request for the OUR to investigate his concerns; thereby reducing the total number of appeals for investigation to seventeen (17). Requests for information (case letters) were sent for the 17 new appeals.

The service providers are required to acknowledge OUR's case letters within five (5) business days. As shown in Table 1, Can-Cara achieved 100% compliance with the agreed timeline for submitting its acknowledgement. However, both JPS and NWC fell short of full compliance by 12% respectively.

Table 1: Acknowledgement within Standard (5 business days)

Quarters (2026)	**Can-Cara**	**JPS**	**NWC**
January - March	100%	88%	88%

(ii) Response to Case Letters

Service providers should respond to case letters within thirty (30) business days. As Table 2 shows, JPS attained an 86% compliance rating for submitting six (6) out of nine (9) responses within the agreed timeline. The submission timeline for the remaining response had not expired by the end of the review period.

The NWC submitted three (3) out of four (4) responses within the agreed timeline, resulting in a 75% compliance rate. One response, which was due, remains outstanding, and the responses for the remaining four appeals were not due by the end of the review period.

Can-Cara failed to submit the one (1) response that was due within the agreed timeline.

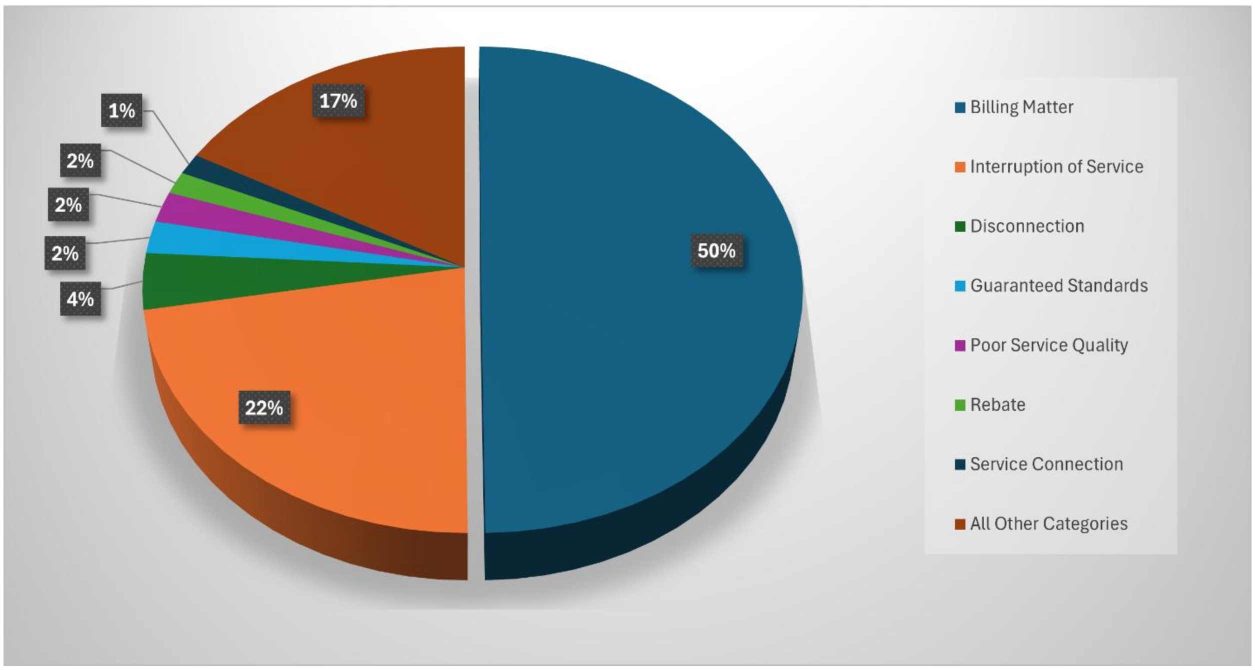
Table 2: Response to case letters within standard (30 business days)

Quarters (2026)	**Can-Cara**	**JPS**	**NWC**
January - March	0%	86%	75%

Chapter 2: Main Customer Concerns

The main reasons utility customers contacted the CAU during the quarter were Billing, Interruption of Service, Disconnection, Guaranteed Standards, Poor Service Quality, Rebate, and Service Connection (Figure 3). Further details on all contacts distributed per category are provided in Table 7.

Figure 3: Main Concerns



(i) Billing

At 50%, 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 5%, of contacts for the NWC and six (6) representing 3% of the JPS billing contacts, respectively, were specifically related to Hurricane Melissa.

NWC and JPS accounted for the most billing contacts, with 269 (25%) and 173 (16%), respectively. Columbus Communications (Flow) accounted for 57 (5%), while Digicel, C&WJ

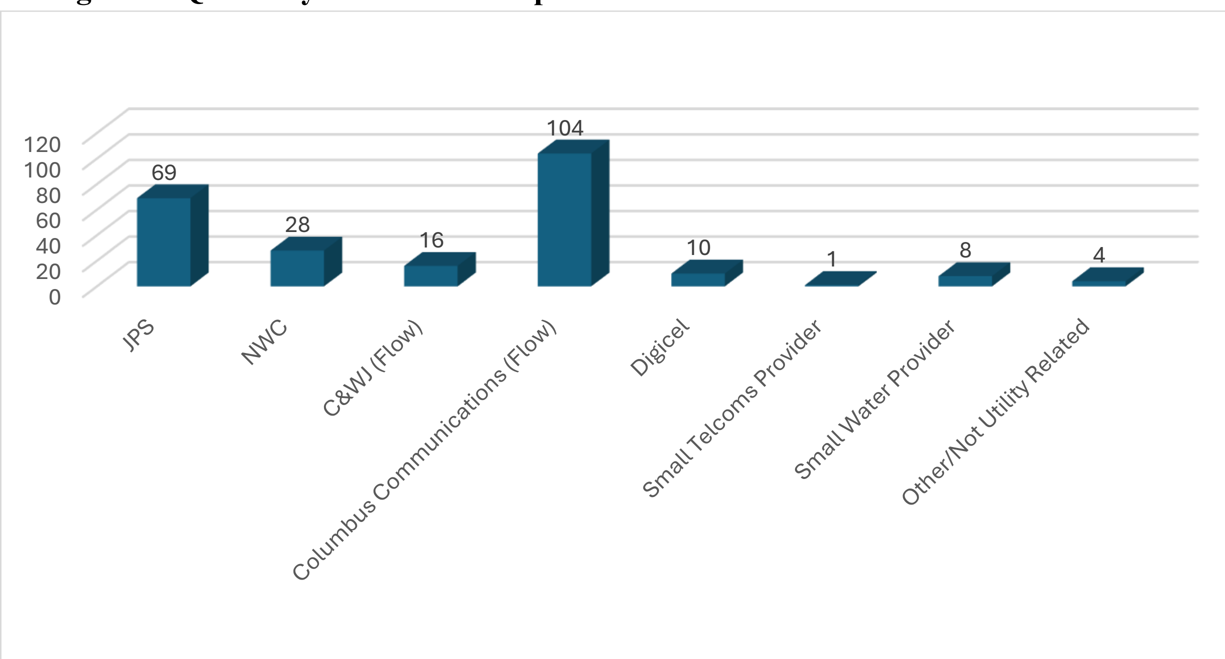
(Flow), and Small Water/Sewerage Service Providers, and Other/Not Utility Related (e.g. cable services) accounted for the remaining 37 (4%).

(ii) Interruption of Service

Service interruption contacts decreased by two percentage points, to 22%, when compared to the preceding quarter. Of the 239 service interruption contacts, 122 (51%) were related to Hurricane Melissa and specific to services provided by Columbus Communication (39), JPS (69), NWC (6), C &WJ (5), and Digicel (3).

As seen in Figure 4, Columbus Communications (Flow) and JPS accounted for the highest number of related contacts, with 104 (10%) and 69 (6%), respectively. NWC accounted for 28 (3%), while the remaining 38 (3%) were shared among C&WJ (Flow), Digicel, Small Telecommunications Service Providers, and Others/Not Utility Related.

Figure 4: Quarterly Service Interruption Contacts



(iii) Disconnection

Disconnection contacts increased by two percentage points to 4% when compared with the previous period. Columbus Communications and NWC accounted for the highest number of related contacts with 19 (2%) and 15 (1%), respectively. C&WJ, Digicel, and JPS collectively accounted for the remaining 5 (1%).

(iv) Poor Service Quality

Contacts relating to poor quality of service decreased from 27 (3%) in the preceding quarter to 22 (2%) in the reporting quarter, reflecting a decrease of 1 percentage point. Columbus Communications 8 (1%) and JPS 7 (1%) were mainly responsible for these contacts.

(v) Rebate

Rebate contacts decreased by 2 percentage points to 1% compared with the previous period. The fifteen (15) contacts received were shared between Columbus Communications (Flow) – 13 and Digicel – 2.

(vi) Service Connection

As in the preceding period, service connection contacts accounted for 2% of total contacts received. JPS, NWC, and Columbus Communications each accounted for 3 contacts: C&WJ (Flow), Digicel, and Other/Not Utility Related each accounted for 2; and the remaining 6 contacts were shared equally.

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.

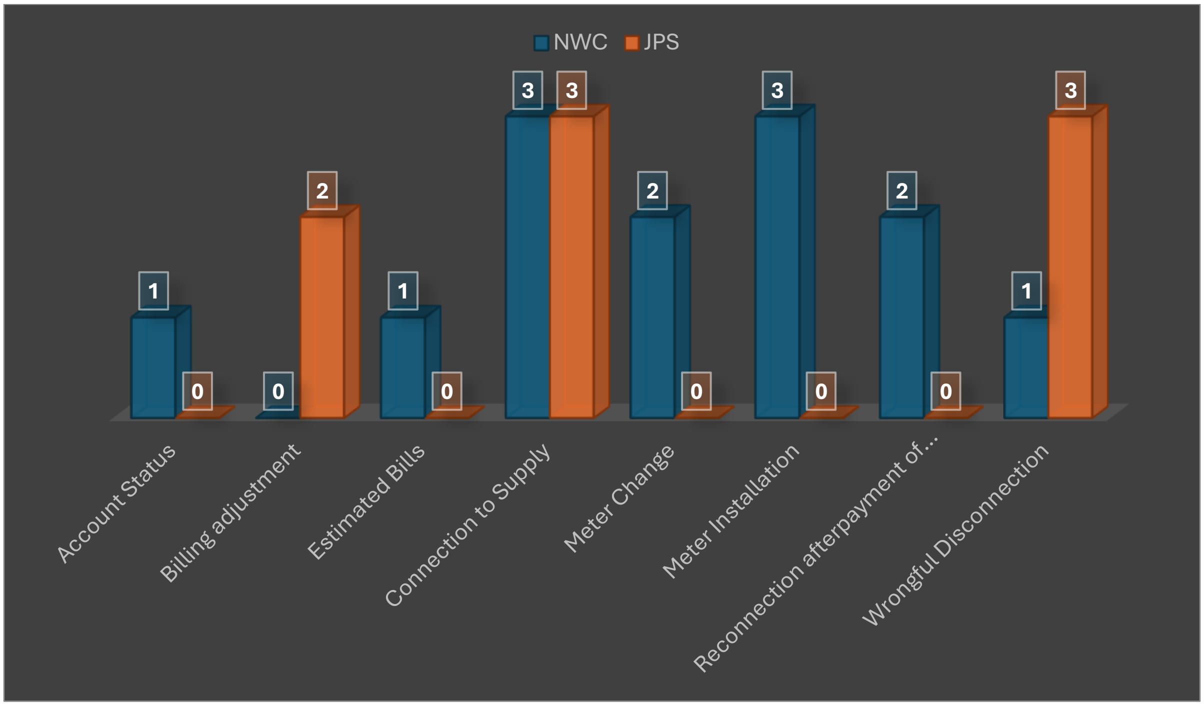
JPS: Residential customers: equivalent to the reconnection fee. Commercial customers: four (4) times the customer charge. Breaches of individual standards will attract compensation of up to eight (8) periods of non-compliance.

(iii) Quarterly report on breaches

Twenty-three (23) contacts were received from JPS, NWC and Small Water and Sewerage Service Providers customers concerning alleged breaches of the GS, representing two percent (2%) of the total contacts received. JPS accounted for eight (8), the NWC accounted for thirteen (13), with Small Water and Sewerage Service Providers accounting for the remaining two (2) contacts. This first section will focus on the GS breaches and performance for JPS and NWC, while the GS breaches and performance for the Small Water and Sewerage Service Providers are discussed at the end of this chapter.

As shown in Figure 5, *Connection to Supply*, *Meter Installation* and *Wrongful Disconnection* 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 submitted provisional data on its GS performance for 2026 January and February and has not submitted the final GS report for the 2026 January to March period, as is required.

As previously stated, due to the impact of Hurricane Melissa, JPS submitted its request to the Ministry of Energy, Transport and Telecommunications (METT) for *force majeure* relief from the GS for the period 2025 October 23 to 2026 April, which was sent for our review and recommendation. Our review and recommendation for the period commencing 2026 January 1, specific to the GS, was undertaken during the review period.

NWC

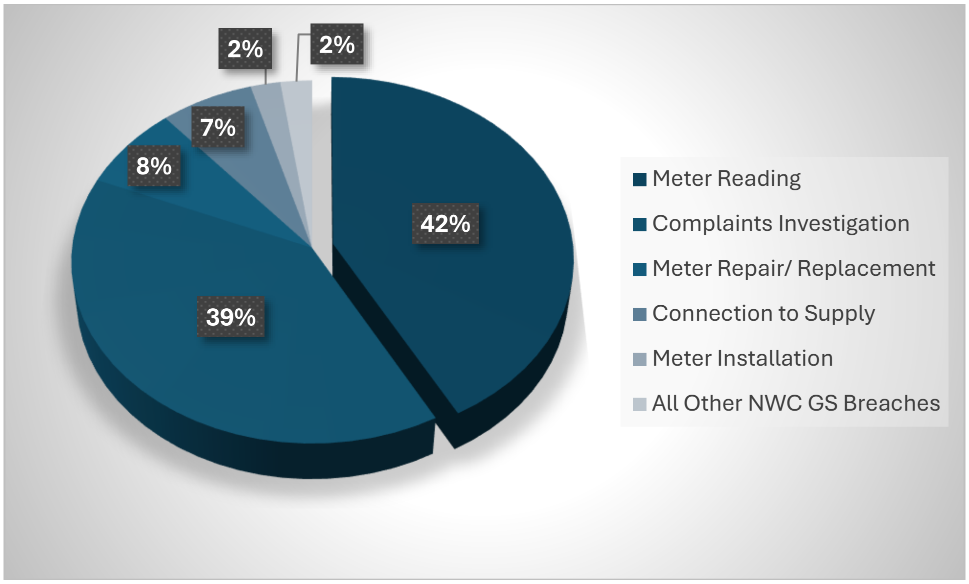
The NWC's Guaranteed Standards compliance report indicates that 5,883 breaches were committed during the review period, representing a 187% increase over the preceding period. These breaches had a potential payout of approximately \$ 28.64 million, while actual payments totaled approximately \$4.29 million, representing 15% of the total potential payments. Payments were made through automatic credits to the affected accounts. All payments made during the review period were for breaches committed in previous periods.

Like JPS, the NWC submitted *force majeure* requests to the GS due to Hurricane Melissa. In its second submission, received on 2026 March 23, the NWC requested the suspension of the GS for six months, commencing on 2026 January 1, for the parishes of St. Elizabeth, Westmoreland, Hanover, St. James, and Trelawny.

Accordingly, the remaining 85% of potential payments not made include breaches for which the affected customers did not submit the required claim forms for validation, and breaches for which the NWC has requested *force majeure* relief. The NWC's *force majeure* GS request review commenced during the review period.

As shown in Figure 7, the standards with the highest incidents of breaches for the NWC were *Meter Reading* (which restricts the NWC from sending more than two estimated bills without penalty), *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), and *Meter Installation* (which requires the installation of meters within 30 working days upon a customer's request). These five (5) standards represented 98% of total breaches and potential compensation.

Figure 7: NWC Reported GS Breaches



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 performance against Quality of Service (QoS) standards, including the Guaranteed and relevant Overall Standards.

As shown in Table 3, five (5) out of eight (8) PWSSPs (63%) 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 3: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions

Licensees to Submit Quarterly QoS Reports	2026 October - December	
	Due Date	**Submission Date**
Can-Cara Development Ltd. (CDL)	2026.05.14	2026.05.11
Dynamic Environmental Management Services Ltd. (DEML)		2026.05.12
Dairy Spring Ltd. (DSL)		Not Received
OceanPointe Utilities Ltd. (OUL)		Not Received
Runaway Bay Water Company Ltd (RBWC)		2026.05.18
Rosehall Development Ltd. (RDL)		2026.05.07
Richmond Environmental Services Ltd. (RESL)		2026.05.08
Tryall Golf and Beach Club (TGBC)		Not Received

Analysis of the quarterly GS reports received from the PWSSP indicates that RBWC committed 27 breaches of GS 5 – Repair or Replacement of Faulty Meters. However, the required compensation, of $92,832.48 (27 x $3,438.24) was not automatically applied to the affected customers' accounts. RBWC will be required to make the relevant 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. This report focusses on the Key Performance Indicators (KPIs) for general customer satisfaction levels for NWC and JPS, including their performance on First Call Resolution Rate (FCR).

NWC:

Table 4 outlines the NWC Call Centre Performance Report for the review period. Compared with the preceding quarter, the Average Speed of Answer, Average Talk Time, and Average Length of Calls increased by 5 seconds, 1 minute and 38 seconds, and 1 minute and 35 seconds, respectively. *Percentage Service Level* and *Percentage of Abandoned Calls* decreased by 1% and .28%, respectively, while *First Call Resolution Rate* increased by 16.51 percentage points.

Table 4: NWC's Call Centre Performance

KPIs	*KPI Definition*	**2026 Performance**			
		Jan - Mar	Apr - Jun	Jul- Sept	**Oct-Dec**
Average Speed of Answer[2]	Average time for answering calls	0:00:15			
Average Talk Time	Average time spent talking to customers	0:05:38			
Average Length of Call (Call Handle Time)	Combination of Average Talk Time, Average After Call Work, and Hold Time	0:07:57			
Percentage Service Level[3]	Percentage of calls answered within 20 seconds	94%			

[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	0.83%			
First Call Resolution Rate[4]	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	97.63%			

JPS:

The JPS Call Centre Performance Report for the review period is summarised in Table 5. Compared with the preceding quarter, the Average Speed of Answer, Average Talk Time, and Average Length of Calls increased by 32 seconds, 49 seconds, and 44 seconds, respectively. The percentage *of Abandoned Calls* increased by two percentage points, while the *Percentage Service Level* decreased by seven percentage points. The *First Call Resolution Rate* decreased by six percentage points to 92%.

Table 5: JPS Call Centre Performance

		2026 Performance			
KPIs	***KPI Definition***	Jan - Mar	Apr - Jun	Jul - Sept	**Oct - Dec**
Average Speed of Answer	Average time for answering calls	0:00:45			
Average Talk Time	Average time spent talking to customers	0:04:53			
Average Length of Call (Call Handle Time)	Combination of Average Talk Time, Average After Call Work, and Hold Time	0:05:16			

[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

Percentage Service Level	Percentage of calls answered within 20 seconds	85%			
Percentage of Abandoned Calls	Percentage of calls not serviced	4%			
First Call Resolution Rate	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	92%			

Chapter 5: Notification of Planned Outages Report

As part of their agreed Quality of Service Standards, the JPS and NWC must submit reports on their performance in notifying customers of planned outages within specified timelines. 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 not received.

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.

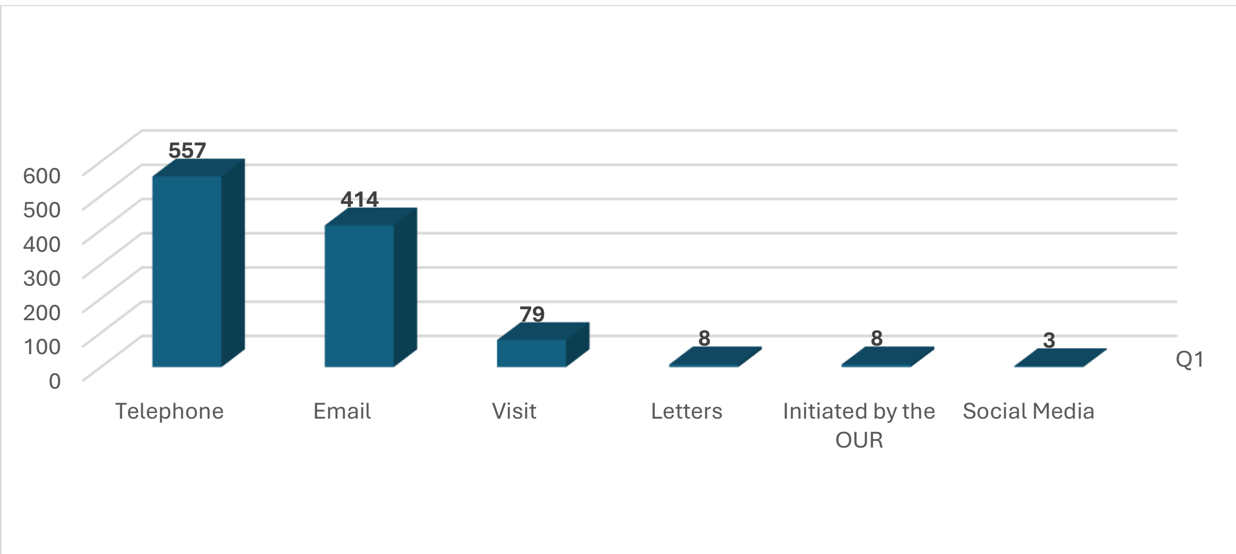
Based on public notifications for outages lasting no more than 4 hours, the NWC achieved a 100% compliance rating by issuing the one relevant notice within the established target.

For notifications exceeding four hours, the NWC achieved a compliance rating of 50%, which is 40 percentage points below the established target of providing at least 24 hours' advance notice. Of the 16 related notifications received, 8 complied with the stated target.

Chapter 6: Customer Contact Distribution

At 52%, the telephone remained the most frequently used method for customers to contact the OUR. Emails and visits followed with 414 (39%) and 79 (7%), respectively. Letters, contacts initiated by OUR, and social media shared the remaining 19 (2%). The details are provided in Figure 8.

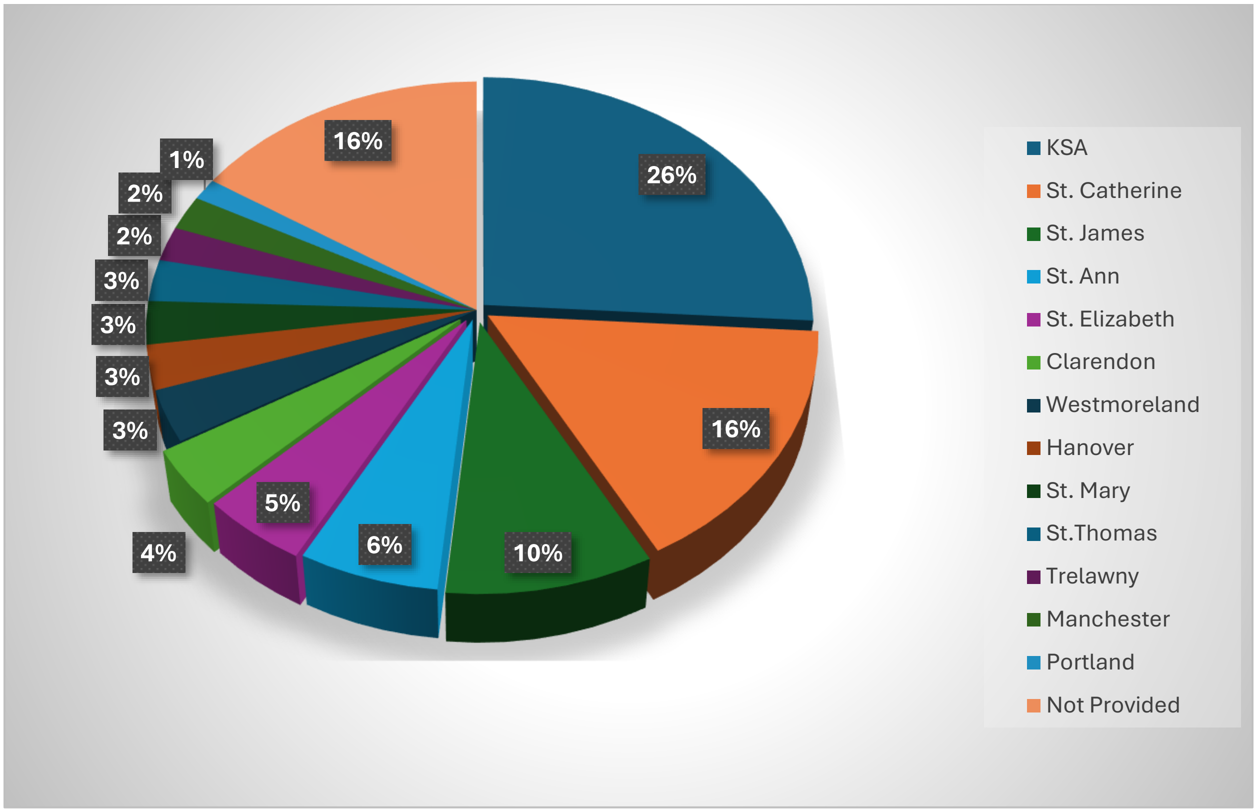
Figure 8: Methods of Contact



Geographical Distribution of Contacts

Kingston and St. Andrew accounted for the largest share of contacts at 26% (278), followed by St. Catherine with 16% (172). St. James, St. Ann, St. Elizabeth and Clarendon accounted for 9%, 6%, 5% and 4%, respectively. Westmoreland, Hanover, St. Mary and St. Thomas each accounted for 3%, while all other parishes had a share of 2% or less. Sixteen percent (16%) 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]

Nine (9) appeals were closed during the review period, of which seven (78%) were resolved in favour of the utility service providers, one (11%) was resolved in the customer's favour, with the remaining one (11%) being a withdrawal by the customer. Four (44%) of the closed appeals were resolved within the established sixty-five (65) working days, while five (56%) were closed outside of the timeline.

(ii) Outstanding Appeals[6]

At the end of the review period, twelve (12) appeals remained outstanding, having exceeded the established 65-business-day resolution timeline. Of these appeals, eight (8) were awaiting OUR's action, and four (4) were awaiting responses from the NWC.

NWC accounts for seven (7) outstanding appeals, six (6) of which are billing matters and one (1) interruption of service. JPS accounts for the remaining five (5) outstanding appeals of which, two (2) relate to equipment damage, two (2) relate to property damage and one (1) billing matter.

Appeals Process Resolution Rate

Of the seventeen (17) new appeals investigated during the review period, responses were received for eight (8) within the established timeline, and two (2) outside of the timeline. Follow-up actions were taken on two (2) of the appeals for which the responses were either not received or due by the end of the review period.

All relevant information was received for eight (8) of the new appeals for which final decisions were made and communicated to 75% (6 out of 8) customers within the stipulated timeline. The remaining two (25%) final decisions were communicated to the customers in excess of the stipulated timeline. Further details on the CAU's performance on key Appeals Process activities are provided in Table 10, Appendix I.

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[5] Breakdown of Appeals Closures can be seen in Table 8 on page 28.
[6] Breakdown of Outstanding Appeals can be seen in Table 9 on page 28.

Chapter 7: Consumer Affairs Highlights

(i) Credits/Compensation

Through the OUR's intervention, $10,427,373.67 was secured for utility consumers. Of this amount, JPS and NWC accounted for the highest share of $4,104,577.16 (39%) and $4,003,307.25 (38%), respectively. C&WJ (Flow) and Columbus Communications (Flow) followed with $1,571,553.84 (15%) and $686,153.11 (7%), respectively. Digicel accounted for the remaining $61,782.31 (1%).

Of the total credits secured, $7,838,606.96 (75%) were recorded during the reporting period but applied to customers' accounts by service providers in previous periods.

(ii) Consultation on NWC's Billing Cycle Review Completed

The OUR completed its consultation to review the NWC's billing cycle during the review period. The Consultation Document was published on 2025 October 15, with an initial response deadline of 2025 November 27, but was extended to 2026 February 6 due to Hurricane Melissa.

Four responses were received to the Consultation Document: two from customers and one each from the Consumer Advisory Committee on Utilities and the NWC. Generally, all respondents supported OUR's position on establishing a maximum number of days for the NWC's billing cycle, although there was some variation in the exact number of days.

The OUR will publish its decision on this matter during the new fiscal year.

Appendices:

Appendix I: List of Tables: 2026 January - March

Table 6: Contact Activity Summary (All Utilities)

				C&WJ (FLOW)			Columbus		Digicel						
	Description	JPS	NWC	Internet	Landline	Mobile	Internet	Landline	Internet	Landline	Mobile	Private Water Providers	Private Telecoms Providers	OUR/Other (Not Utility Provider Related)	Total
A	Contacts for the Quarter														
(i)	New Appeals	9	8	0	0	0	0	0	0	0	0	1	0	0	**18**
(ii)	New Complaints	182	193	18	2	20	169	9	22	0	8	18	1	1	**643**
(iii)	New Enquires	27	35	0	1	3	9	0	0	1	1	6	0	4	**87**
(iv)	New Opinions	0	1	0	0	0	0	0	0	0	0	0	0	0	**1**
(v)	Recommendation	1	0	0	0	0	1	0	0	0	0	0	0	0	**2**
(vi)	New Referrals	93	140	1	0	4	47	6	3	1	5	5	0	13	**318**
	Total Contacts	**312**	**377**	**19**	**3**	**27**	**226**	**15**	**25**	**2**	**14**	**30**	**1**	**18**	**1,069**
B	Closure/Resolution of Appeals:														
(i)	Withdrawn	1	0	0	0	0	0	0	0	0	0	0	0	0	**1**
(ii)	Resolved in Favour of Customer	1	0	0	0	0	0	0	0	0	0	0	0	0	**1**
(iii)	Resolved in Favour of Utility	2	5	0	0	0	0	0	0	0	0	0	0	0	**7**
	Total Closures	**4**	**5**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**9**
C	Total Appeals from Previous Periods:														
	Outstanding Appeals with OUR														
(i)	Undergoing Analysis/Determination	5	3	0	0	0	0	0	0	0	0	0	0	0	**8**
(ii)	Awaiting Service Provider's Response	0	4	0	0	0	0	0	0	0	0	0	0	0	**4**
	Total Outstanding Appeals	**5**	**7**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**12**

Table 7: Distribution of Contacts by Categories

	Service Providers								
Complaint Category	**JPS**	**NWC**	**Digicel**	**C&WJ (FLOW)**	**Columbus Communications (Flow)**	**Small/Private Telecommunications Providers**	**Small/Private Water/Sewerage Providers**	**OUR/Other (Not Utility Related)**	**Total**
Billing Matter	173	269	11	9	57	0	13	4	**536**
Broken Main	0	3	0	0	0	0	0	0	**3**
Customer Service	0	1	0	0	4	0	0	0	**5**
Defective Street Light	1	0	0	0	0	0	0	0	**1**
Disconnection	1	15	2	3	19	0	0	0	**40**
Equipment Damage	13	0	0	0	0	0	0	0	**13**
Guaranteed Standards	8	13	0	0	0	0	2	0	**23**
Health & Safety	7	4	0	0	1	0	1	0	**13**
Illegal Connections	4	1	0	0	0	0	0	0	**5**
Interruption of Service	69	28	10	16	104	0	8	4	**239**
Irregular Supply	6	2	0	0	0	0	6	0	**14**
Leak at Meter	0	4	0	0	0	0	0	0	**4**
Metering	0	2	0	0	0	0	0	0	**2**
Number Portability	0	0	1	0	2	0	0	0	**3**
Other	11	19	7	2	14	0	0	6	**59**
Payment Arrangement	0	2	0	0	0	0	0	0	**2**
Phone Credit Depletion	0	0	1	11	2	0	0	0	**14**
Poor Service Quality	7	1	3	3	8	0	0	0	**22**
Prepaid Metering Service	1	0	0	0	0	0	0	0	**1**
Property Damage	4	0	0	0	0	0	0	0	**4**
Rebate	0	0	2	0	13	0	0	0	**15**
Reconnection	1	6	0	0	2	0	0	0	**9**
Refund	2	1	0	0	6	0	0	0	**9**
Security Deposit	1	0	0	0	0	0	0	0	**1**
Service Connection	3	3	2	2	3	0	0	2	**15**
Terms and Condition of Service	0	1	2	2	3	1	0	2	**11**
Unable to get through to Utility Provider	0	2	0	1	3	0	0	0	**6**
Total	**312**	**377**	**41**	**49**	**241**	**1**	**30**	**18**	**1069**

Table 8: Distribution of Closed Appeals by Utilities

Appeal Category	Service Provider		Total
	JPS	NWC	
Billing Matters	2	5	**7**
Equipment Damage	2	0	**2**
Total	**4**	**5**	**9**

Table 9: Distribution of Appeals (Outstanding)

Appeal Category	Service Providers		
	JPS	NWC	Total
Billing Matters	1	6	**7**
Equipment Damage	2	0	**2**
Interruption of Service	0	1	**1**
Property Damage	2	0	**2**
Total	**5**	**7**	**12**

Table 10: 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	61%	Eleven of the 18 new appeals were acknowledged within the established timeline.
Case Letters/ Other Utility Contact	Within five business days of acknowledging the customer's correspondence	67%	Eleven of the 17 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	75%	Final responses were prepared and dispatched within the established timeline for six out of eight new appeals, for which all relevant information was received.

Appendix II: List of Figures

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

Description	**Timelines**
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

Description	**Timelines**
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 *ex officio* member