

Media Release

FOR IMMEDIATE RELEASE

OUR Secures over \$10.4 Million for Utility Consumers in 2026 Q1

(Kingston, Jamaica; 2026 July 31): The Office of Utilities Regulation (OUR) secured just over \$10.4 million in credits, compensation and account adjustments for utility consumers during the 2026 January to March quarter, according to its latest Quarterly Performance Report.

The funds were secured through actions taken by the OUR's Consumer Affairs Unit (CAU), which investigates consumer complaints and appeals involving utility service providers.

Of the total amount secured, the Jamaica Public Service Company Ltd. (JPS) accounted for approximately \$4.1M or 39%, and the National Water Commission (NWC) about \$4M (38%). The remaining amount was attributed to Cable & Wireless Jamaica (Flow) \$1.6M (15%), followed by Columbus Communications (Flow) with approximately \$686,000.00 (7%), while Digicel accounted for the remaining 1%.

Of the total amount secured, 75% was recorded during the reporting period, but had been applied to customers' accounts by service providers in previous periods.

Meanwhile, there was a 32% increase in customer contacts to the CAU over the preceding quarter, with 1,069 contacts received. Billing matters remained the main reason consumers contacted the Unit, accounting for 50% of all contacts. Service interruptions accounted for 22% of contacts.

The latest QPR also reported that the OUR completed its consultation on the NWC's billing cycle. Based on its assessment and the complaints received, the OUR has recognised that the number of days in each monthly billing cycle varies, which can negatively affect ratepayers, especially residential customers.

In some instances, the number of billing days is either fewer or more than thirty (30) calendar days, which is the widely used standard across various businesses. To assess whether the NWC should adopt a standard number of days in its billing cycle, the OUR decided to undertake this public consultation to examine, among other things, the impact of the number of billing days on consumption charges and the reasonableness of establishing a maximum number of days for the NWC's billing cycle.

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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

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Four responses were received to the Consultation Document, which was published on 2025 October 15, with an extended response deadline of 2026 February 6 due to Hurricane Melissa.

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

The OUR's latest Quarterly Performance Report for 2026 January – March can be found on its website: www.our.org.jm.

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

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