

Utility Customer Service Distinction Awards 2026*

Overview:

In November 2023, the CACU launched its annual ***Utility Customer Service Distinction Award***, to acknowledge and recognize excellence in customer service by utility staff who establish and maintain a positive and effective working relationship with internal/external customers, fellow employees of the company and the general public.

The individual will be identified by their colleagues and/or customers as being dedicated to continuously improving customer satisfaction, exceeding expectations and reacting appropriately to ensure customer satisfaction. He/She must also demonstrate excellence in resolving customer complaints, conflicts and/or challenges presented by consumers. A single recipient will be honoured annually and will receive a recognition plaque and a non-cash prize.

Criteria:

- Nominee displays a positive attitude, even under the most difficult circumstances, which has a positive impact on the customer experience.
- Nominee delivers exceptional service above and beyond the call of duty.
- Nominee consistently strives to eliminate barriers for customers by effectively and efficiently communicating, collaborating and addressing customer needs.
- Nominee demonstrates creativity and resourcefulness in assisting customers while adhering to company policies and protocols.
- Nominee acts as a role model to co-workers and the community through positive interactions with external customers.
- Nominee commands the respect and admiration of company colleagues and customers alike.

Eligibility:

- Nominee must have been employed to the company for at least twelve (12) consecutive months prior to the date of nomination.
- Nominee must hold a position below the level of executive (president, vice president, assistant vice president and director).
- Nominee should not have any formal disciplinary action recorded within 12 months prior to the nomination date.
- Nominee must have a performance rating higher than ***good*** on his/her most recent performance evaluation.
- Nominee may not receive this award more than once.



***NEW SUB-CATEGORY!** A *Small Water Provider Customer Service Award* is being introduced in 2026 as a sub-category of the Utility Customer Service Distinction Award.

This award will recognize the small water provider which demonstrates high customer service satisfaction, reliability, communicates disruptions, infrastructure issues, timely and fair complaints handling as well as staff efficiency and responsiveness during the review period.

Nomination and Selection Process:

- Nominations **open on Tuesday, August 04, 2026 and close on Saturday, October 17, 2026.** ***N.B.** Submissions received after the closing date will **not** be considered.*
- Utility companies may submit individual nominations for staff members who meet the awards criteria. There is **no limit** to the number of nominations submitted by each utility company.
- Nominations may be made by an employee, associate or customer and must be endorsed by either the company's Customer Relations/Service Manager/Director or Communications Manager, or whomever directly oversees customer services.
- Complete the Nomination Form and provide specific examples of how the staff member meets and/or exceeds the criteria.
- Submit the completed form electronically **or** send a copy to cacu2@our.org.jm - ***Attention: Utility Customer Service Distinction Awards Chair***
- An acknowledgement will be issued upon receipt of the completed nomination form. The nomination's eligibility will be verified by the CACU.
- Thereafter, the nominations will be reviewed by a **panel of judges** chaired by **two (2) CACU Members** acting as Co-Chairs, a Regional Officer at the **Consumer Affairs Commission (CAC)** and the Director of Consumer and Public Affairs at the **Office of Utilities Regulation (OUR)**.
- **The judges' recommendations are final** and will be formally communicated by the Co-Chairs of the CACU Awards Committee.
- The nominees and awardee will be recognized at the awards ceremony on **Thursday, November 12, 2026, beginning at 6:30 PM at the Talk of the Town, Jamaica Pegasus Hotel, 81 Knutsford Boulevard, Kingston 5, Jamaica.**
- The nominees and awardee must be prepared to participate in media interviews, etc.

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