



FOR IMMEDIATE RELEASE

Nominations Open for CACU Annual Awards 2026

(Kingston, Jamaica; 2026 August 5): The Consumer Advisory Committee on Utilities (CACU) is pleased to announce that nominations are now open for the **Annual Customer Service Distinction Awards 2026**, which will be held on **Thursday, November 12, 2026, at 6:30 p.m. at the Jamaica Pegasus Hotel**. There are two new award categories, the Office of Utilities Regulation (OUR) Consumer Affairs Officer of the Year award and the Small Water Provider Customer Service Award. This brings the total number of awards to four, which are as follows:

- i. **Utility of the Year Award 2026:** The highest honour of the evening, the Utility of the Year Award recognises the utility that has demonstrated outstanding performance across multiple areas, including operational effectiveness, customer service, consumer engagement, corporate citizenship, innovation, and service reliability.
- ii. **Customer Service Distinction Award 2026:** This award recognises the utility staff member who has demonstrated exceptional commitment to customer service excellence during the review period. Consideration will be given to service quality, customer satisfaction, complaint resolution, innovation, responsiveness, and overall customer experience.
- iii. **OUR Consumer Affairs Officer of the Year 2026 (new):** A new addition to the awards programme, this category will recognise a Consumer Affairs Officer who has demonstrated exceptional professionalism, fairness, efficiency, and commitment to resolving consumer disputes and promoting confidence in the utility regulatory process. The introduction of this award reflects CACU's ongoing commitment to strengthening consumer protection mechanisms and recognising individuals who play a critical role in ensuring fair outcomes for utility consumers.
- iv. **The Small Water Provider Customer Service Award (new):** This award is being introduced in 2026 as a sub-category of the Utility Customer Service Distinction Award. It will recognise the small water provider that demonstrates high customer service satisfaction and reliability, communicates disruptions and infrastructure issues, provides timely and fair complaints handling, and demonstrates staff efficiency and responsiveness during the review period.

Nominations Open: Tuesday, August 04, 2026, and Close: Saturday, October 17, 2026.

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Nominations Open for CACU Annual Awards 2026 .../2

CACU invites utility companies, regulators, consumer groups, stakeholders, and members of the public to submit nominations for the 2026 Awards. Eligible nominees should exemplify excellence in customer service, innovation, professionalism, consumer advocacy, and service delivery. Nominations will be assessed based on established criteria and supporting evidence reflective of performance during the review period.

The prestigious awards programme recognises excellence in customer service, consumer engagement, innovation, and operational performance across Jamaica's utility sector. It also celebrates the organisations and individuals who have demonstrated an unwavering commitment to serving consumers and advancing service standards throughout the country. The awards highlight the importance of responsiveness, fairness, efficiency, and meaningful consumer engagement in building trust and confidence between utility providers and the communities they serve.

CACU encourages all eligible organisations and individuals to participate in this year's programme and help advance the shared goal of delivering world-class utility services to Jamaican consumers. For information on nomination procedures, eligibility requirements, and submission deadlines, interested parties may contact the Consumer Advisory Committee on Utilities (CACU) on its Instagram page: @cacujamaica.

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Championing the Interests of Utility Consumers

The Consumer Advisory Committee on Utilities (CACU) is an independent consumer advocacy body representing the interests of utility consumers in Jamaica. Through stakeholder engagement, public education, research, and dialogue with utility providers and regulators, CACU promotes fairness, accountability, transparency, and improved service delivery within the utility sector.

The Annual Customer Service Distinction Awards are a key part of CACU's mission, encouraging a culture of service excellence and recognising organisations that consistently place consumers at the centre of their operations.