

Media Release

FOR IMMEDIATE RELEASE

Utility Consumers Receive over \$20 Million through OUR's Complaints Resolution and Guaranteed Standards

(Kingston, Jamaica; 2026 September 28): Utility consumers received more than \$20 million in credits and compensation during the 2026 April to June quarter, reflecting the combined impact of complaint resolution efforts by the Office of Utilities Regulation (OUR) and payment for breaches of the Guaranteed Standards.

The total comprised approximately \$8.75 million secured through the OUR's intervention and approximately \$11.35 million paid by the National Water Commission (NWC) under the Guaranteed Standards regime. JPS's Guaranteed Standards performance reports for the first and second quarters remain outstanding.

Of the amount secured through the OUR's Consumer Affairs Unit's (CAU) intervention, the Jamaica Public Service Company Ltd. (JPS) accounted for approximately \$3.6 million (41%), while the NWC accounted for approximately \$3.1 million (36%). Columbus Communications (Flow) followed with approximately \$1.05 million (12%), and Can-Cara Development Ltd. with approximately \$781,000 (9%). Cable & Wireless Jamaica (Flow), Dynamic Environmental Management Limited and Digicel accounted for the remaining 2%.

Approximately 73% of the amount secured through the OUR's intervention consisted of credits recorded during the reporting period but already applied to customers' accounts by service providers in previous periods.

Regarding Guaranteed Standards performance in the quarter, the NWC reported 3,194 breaches, a 46% decrease from the preceding period, and paid approximately \$11.35 million in compensation through automatic credits, representing 73% of the potential \$15.59 million payout. The unpaid portion relates to breaches for which customers did not submit the required claim forms, as well as breaches covered by the NWC's *force majeure* relief request following Hurricane Melissa, which remains under review by the OUR. The report noted that most NWC breaches were concentrated in five standards, led by Complaint Investigations and Meter Repair/Replacement.

The OUR's 2026 April-June Quarterly Report can be found on its website: www.our.org.jm.

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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