
Office of Utilities Regulation

Consumer Affairs Unit

Quarterly Performance Report

2026 April - June

Publication Date: 2026 September 15



36 Trafalgar Road, Kingston 10

Consumer Affairs Unit Quarterly Performance Report

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The Role and Objectives of the OUR	4
The Consumer and Public Affairs Department.....	4
The Consumer Affairs Unit (CAU)	4
The Intent and Purpose of the Quarterly Performance Report.....	5
Methods of Calculation.....	5
Executive Summary	7
Chapter 1: Utilities' Responsiveness	9
(i) Acknowledgements	9
Table 1: Acknowledgement within Standard (5 business days)	9
(ii) Response to Case Letters.....	9
Table 2: Response to case letters within standard (30 business days)	9
Chapter 2: Main Customer Concerns.....	10
(i) Billing.....	10
(ii) Interruption of Service.....	11
(iii) Poor Service Quality	11
(iv) Disconnection.....	12
(v) Health and Safety	12
(vi) Rebate.....	12
Chapter 3: Guaranteed Standards Performance	13
(i) What are the Guaranteed Standards?.....	13
(ii) How are customers compensated?.....	13
(iii) Quarterly report on breaches	13
(iv) Utilities' Performance on Guaranteed Standards.....	14
Table 3: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions	16
Chapter 4: Customer Contact Centre/Call Centre Performance Reports	17
Table 4: NWC's Call Centre Performance.....	17
Table 5: JPS Call Centre Performance.....	18
Chapter 5: Notification of Planned Outages Report	20
Chapter 6: Customer Contact Distribution.....	21
Chapter 6: Appeals Performance	23
(i) Closure of Appeals	23

(ii) Outstanding Appeals	23
Appeals Process Resolution Rate	23
Chapter 7: Consumer Affairs Highlights	25
(i) Credits/Compensation	25
(ii) OUR Developing a Mobile App.....	25
Appendix I: List of Tables: 2026 April - June.....	26
Table 6: Contact Activity Summary (All Utilities).....	26
Table 7: Distribution of Contacts by Categories.....	26
Table 8: Distribution of Closed Appeals by Utilities.....	27
Table 9: Distribution of Appeals (Outstanding).....	27
Table 10: CAU’s Performance on Service Standards (New Appeals	28
Appendix II: List of Figures	28
Appendix III: Definition Of Terms Used In Documenting Customer Contacts	29
Appendix IV: Statement on Confidentiality of Telecommunications Service Provider Information	
30	
Appendix V: Appeals Process	31
Appendix VI: CAU Internal Performance Standards.....	31
Special Appeals.....	32
Appendix VII: Process Timelines for NWC Appeals	32
Appendix VIII: List of Acronyms.....	35

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 April – June period, the OUR’s Consumer Affairs Unit (CAU) received 884 contacts, representing a 17% decrease over the preceding quarter. The data show that the most significant decreases were in the categories of Interruption of Service (-40%), Billing Matters (-20%), and Disconnection (-13%). Additionally, although overall contacts decreased, contacts related to Health and Safety increased significantly by 69%, from 13 in the previous period to 22 in the reporting period.

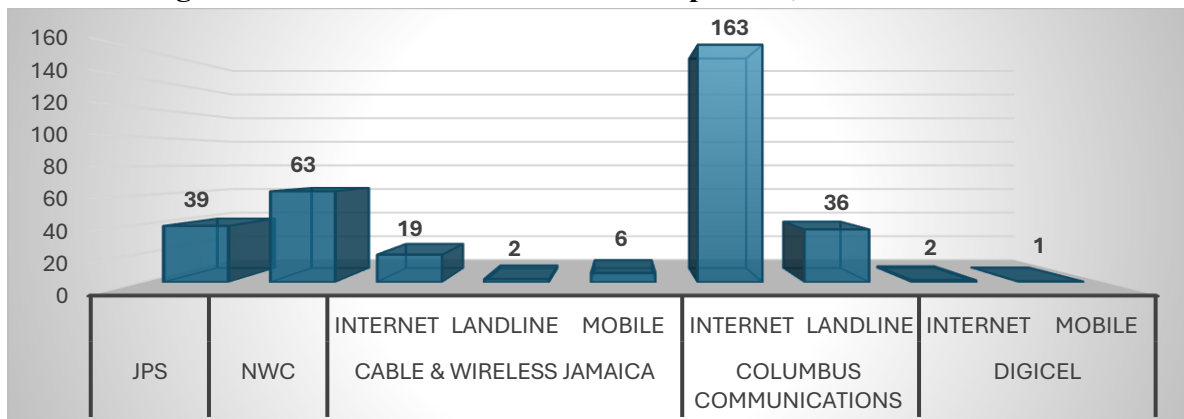
It should also be noted that the 884 contacts excluded 119 contacts that were made via the website but not received in the CAU during the review period. The relevant action will be taken to address contacts made via this channel. Details on these contacts are provided in Table 10 in Appendix 1.

The following shows the distribution of the 884 contacts per service provider¹:

- National Water Commission (NWC) – 334 (38%)
- Jamaica Public Service Company Ltd. (JPS) – 271 (31%)
- Columbus Communications (Flow) – 136 (16%)
- Cable & Wireless Jamaica Ltd. (Flow) – 74 (8%)
- Digicel – 30 (3%)
- Private Telecommunications Providers, Private Water & Sewerage Service Providers, and Other (Not Utility Provider Related, e.g., cable service) – 39 (4%).

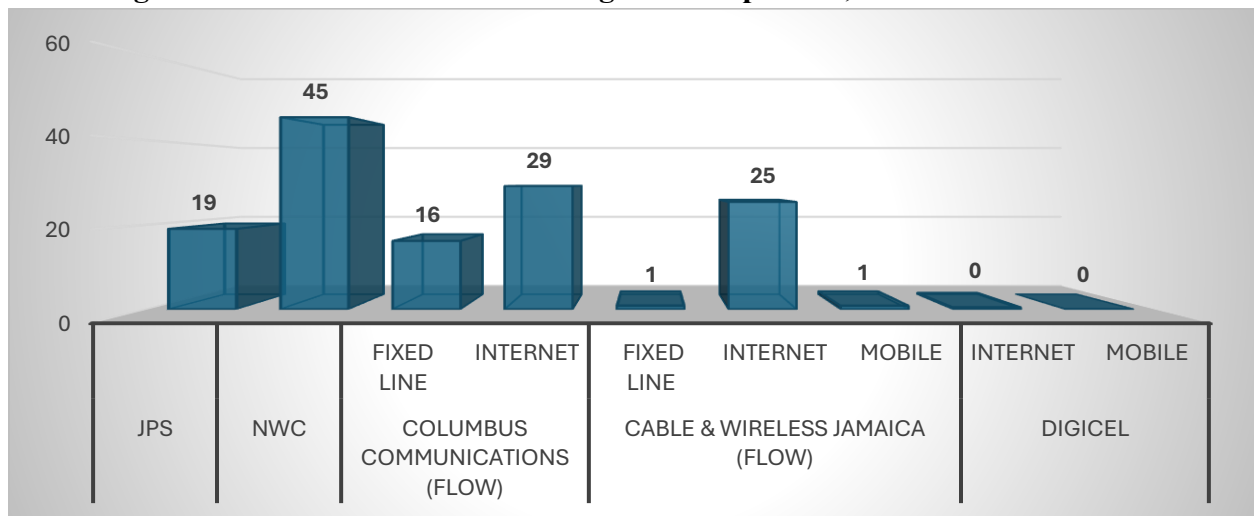
While the NWC at 334 accounted for the most contacts, Figure 1 shows that Columbus Communications (Flow) had the highest number per 100,000, at 163, relative to its internet customer base.

¹ Details on contact distribution per service provider can be seen in Table 6 on page 26.

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

At 48%, billing matters remained the main reason utility consumers contacted the CAU. NWC (27%) and JPS (15%) 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 NWC at 45 per 100,000 of its customer base, Columbus Communications (Flow) at 29 per 100,000 of its internet customer base, and C&WJ (Flow) at 25 per 100,000 of its internet 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 16% of total contacts.

Chapter 1: Utilities' Responsiveness

(i) Acknowledgements

Fourteen (14) new appeals were accepted for investigation, of which ten (10) related to NWC, and four (4) to JPS. Requests for information (case letters) were sent for all 14 new appeals.

The service providers are required to acknowledge OUR's case letters within five (5) business days. As shown in Table 2, both JPS and NWC achieved 100% compliance with the agreed timeline for submitting their acknowledgements.

Table 1: Acknowledgement within Standard (5 business days)

Quarters (2026)	Can-Cara	JPS	NWC
<i>January - March</i>	100%	88%	88%
<i>April - June</i>	N/A	100%	100%

(ii) Response to Case Letters

Service providers should respond to case letters within thirty (30) business days. As Table 3 shows, JPS attained a 100% compliance rating for submitting all four (4) responses within the agreed timeline.

The NWC submitted three (3) out of six (6) responses within the agreed timeline, resulting in a 50% compliance rate. Five responses, which were due, remain outstanding, and the remaining two (2) responses were not due by the end of the review period.

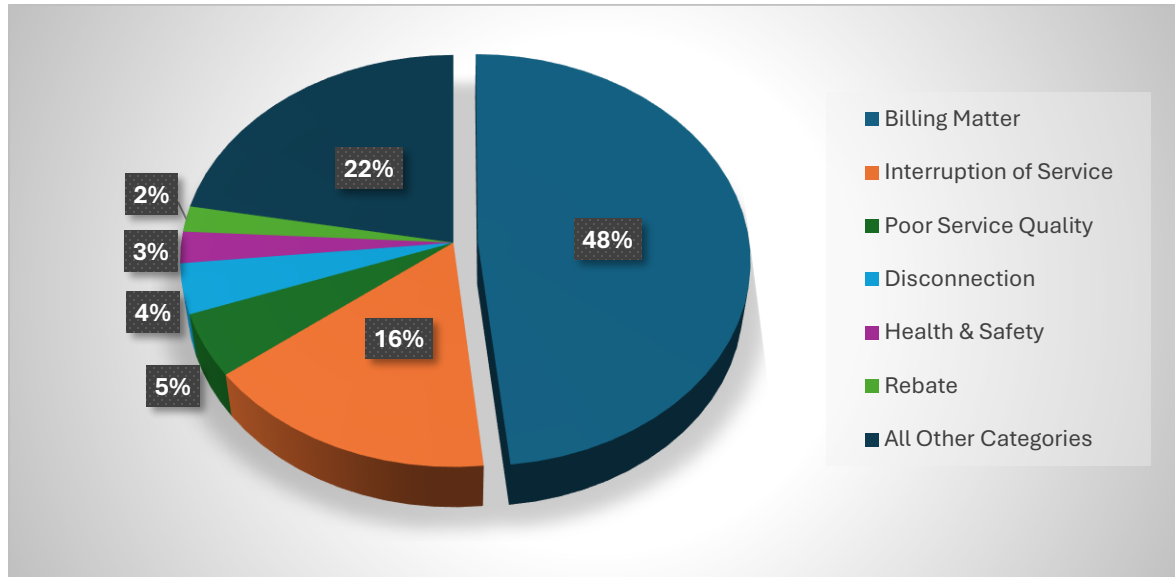
Table 2: Response to case letters within standard (30 business days)

Quarters (2026)	Can-Cara	JPS	NWC
<i>January – March</i>	0%	86%	75%
<i>April - June</i>	N/A	100%	38%

Chapter 2: Main Customer Concerns

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

Figure 3: Main Concerns



(i) Billing

Billing matters, at 48%, remained the main reason for customer contacts received by the CAU. These matters included disputed charges, billing punctuality/non-receipt, high consumption, billing adjustments, retroactive billing, and estimated billing. Billing contacts related to Hurricane Melissa continued with JPS and NWC, each accounting for three (3), while Columbus Communications accounted for two (2) contacts.

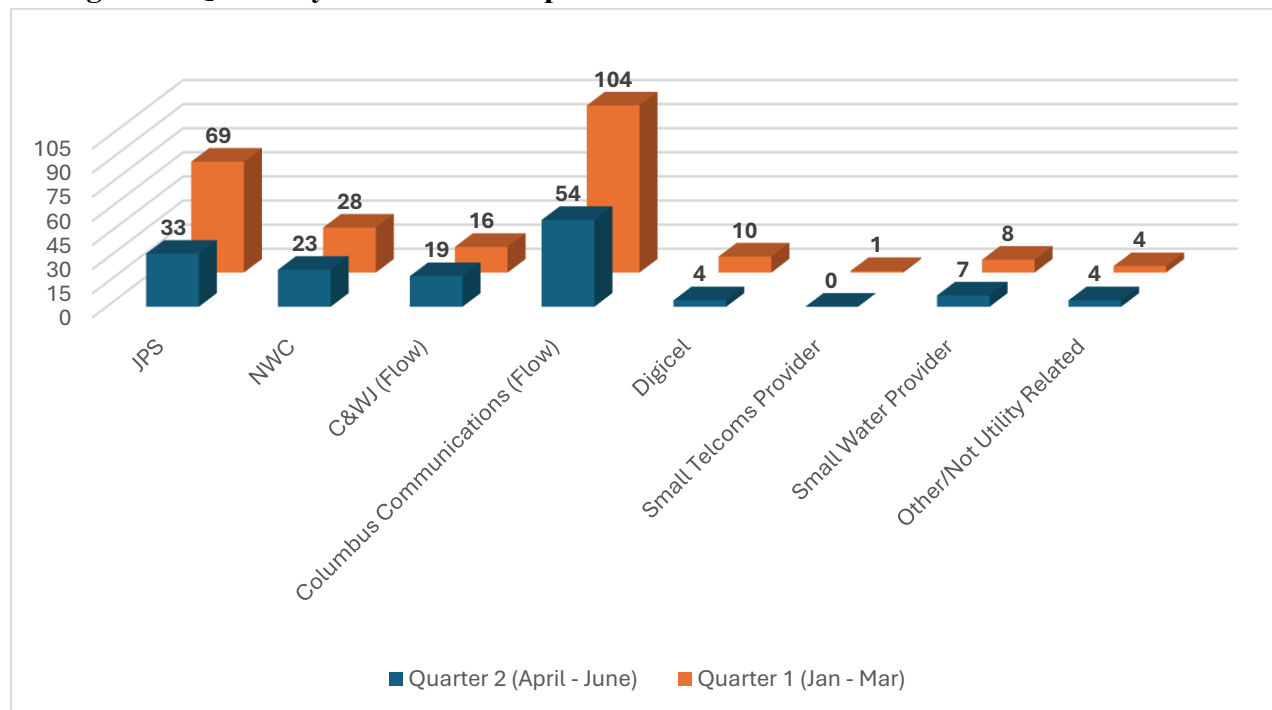
NWC and JPS continued to account for the most billing contacts, with 242 (27%) and 133 (15%), respectively. Columbus Communications (Flow) accounted for 27 (3%), while Digicel, C&WJ (Flow), Small Water/Sewerage Service Providers, Small/Private Telecommunications Providers and Small Water and Sewerage Service Providers accounted for the remaining 29 (3%).

(ii) Interruption of Service

Service interruption contacts decreased by 6 percentage points to 16% compared with the preceding quarter. Of the 144 service interruption contacts, 26 were related to Hurricane Melissa and were specific to services provided by Columbus Communication (16), JPS (5), C&WJ (3), NWC (1) and Digicel (1).

As shown in Figure 4, Columbus Communications (Flow) and JPS had the highest numbers of related contacts, at 54 (6%) and 33 (4%), respectively. NWC and C&WJ accounted for 23 (3%) and 19 (2%), respectively. The remaining 15 (1%) were shared among Digicel, Small Telecommunications Service Providers, and Others/Not Utility Related.

Figure 4: Quarterly Service Interruption Contacts



(iii) Poor Service Quality

Contacts relating to poor service quality increased from 22 (2%) in the preceding quarter to 44 (5%) in the reporting quarter, reflecting a 3-percentage-point increase. C&WJ (Flow) and Columbus Communications each accounted for 14 (2% each), with JPS accounting for the remaining 8 (1%) of these contacts.

(iv) Disconnection

As in the preceding period, contacts related to disconnection were 4%. JPS, Columbus Communications (Flow), and NWC each accounted for 1%, with Digicel and Other/No Utility Related accounting for the remaining 1%.

(v) Health and Safety

Health and safety contacts increased from 13 (1%) in the preceding quarter to 22 (3%) in the reporting quarter. JPS accounted for 2% while NWC, C&WJ (Flow), Columbus Communications (Flow) and Digicel shared the remaining 1%.

(vi) Rebate

Rebate contacts increased by one percentage point to 2% compared with the previous period. The eighteen (18) contacts received were distributed among Columbus Communications (Flow) with 13 (1%), while JPS, NWC and Digicel shared the remaining five (5) contacts (1%).

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?

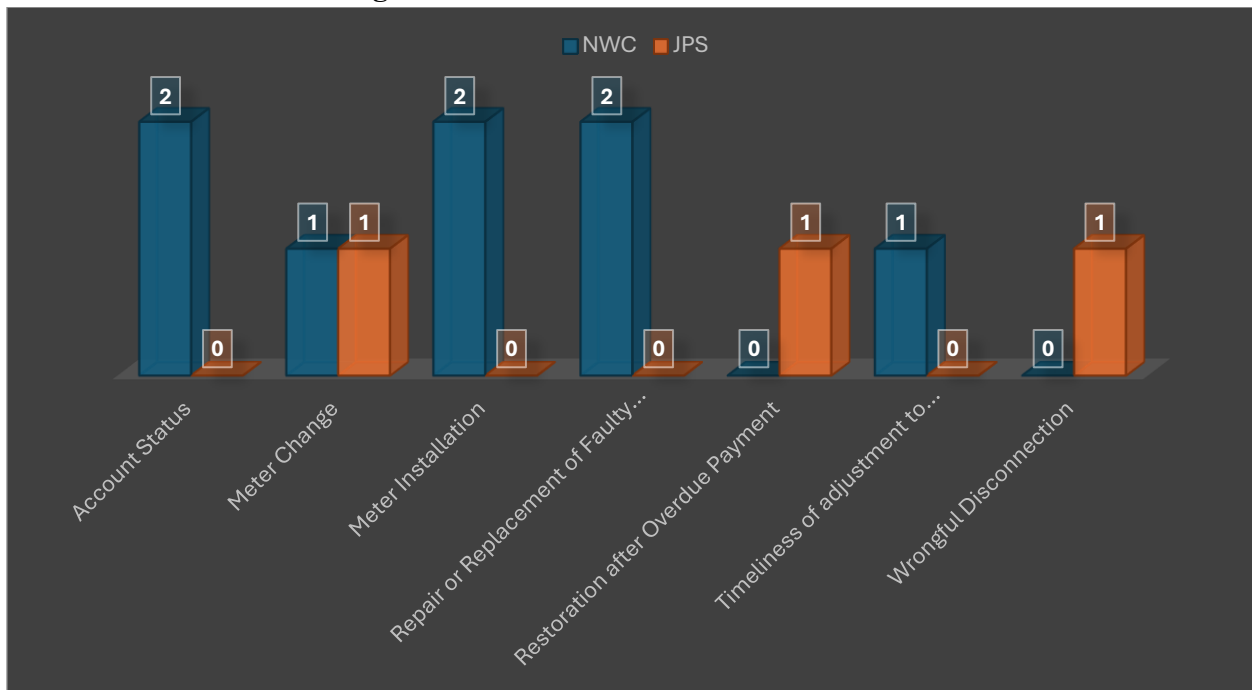
NWC: Compensation for a breach of a standard is four (4) times the applicable service charge OR six (6) times the service charge for those in the special compensation category. Where applicable, customers must submit their claims within 120 days of the breach. Breaches of individual standards will attract 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

Eleven (11) contacts were received from NWC and JPS customers concerning alleged breaches of the GS, representing one percent (1%) of the total contacts received. NWC accounted for eight (8), while JPS accounted for three (3) contacts.

As shown in Figure 5, *Account Status*, *Meter Change*, *Meter Installation* and *Repair or Replacement of Faulty Meters* accounted for the highest number of contacts regarding alleged breaches of the GS for the NWC. JPS alleged breaches related to *Meter Change*, *Restoration after Overdue Payment* and *Wrongful Disconnection*.

Figure 5: Guaranteed Standards Contacts

(iv) Utilities' Performance on Guaranteed Standards

JPS

JPS Guaranteed Standards Performance for Q1 and Q2 are outstanding.

NWC

The NWC's Guaranteed Standards compliance report for the review period indicates that 3,194 breaches were committed, representing a 46% decrease from the preceding period. These breaches had a potential payout of approximately \$15.59 million, while actual payments totaled approximately \$11.35 million, representing 73% of the total potential payments, and were made through automatic credits to the affected accounts. Additionally, 19% (\$2.18 million) of the payments made during the review period were for breaches committed in previous periods.

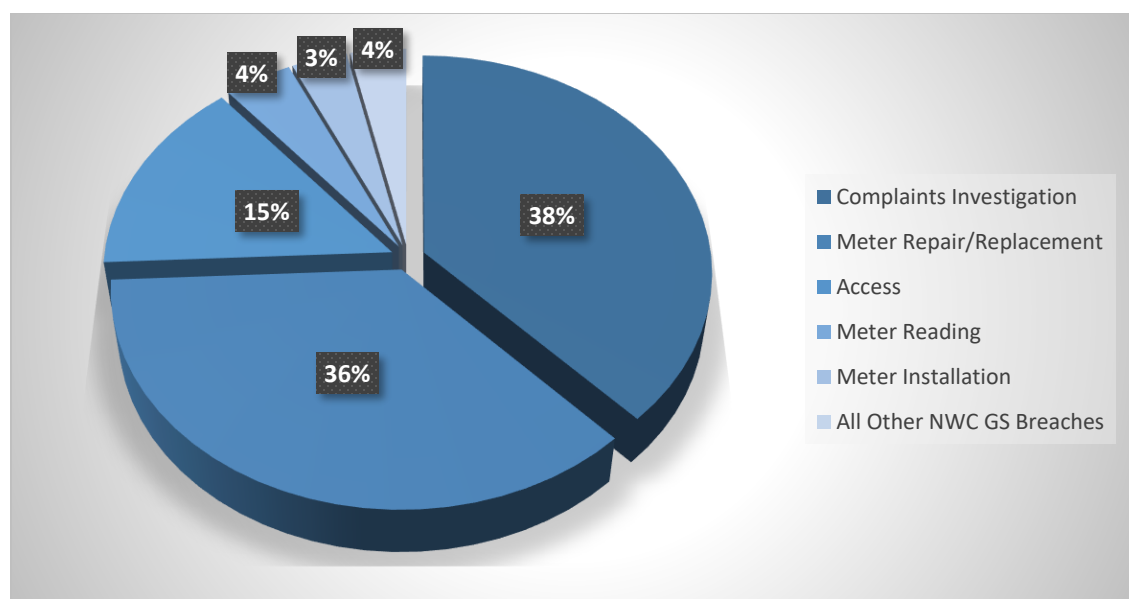
Like JPS, the NWC submitted *force majeure* relief requests to the GS due to Hurricane Melissa. In its second submission, received on 2026 March 23, the NWC requested the

suspension of the GS for six months, commencing 2026 January 1, for the parishes of St. Elizabeth, Westmoreland, Hanover, St. James, and Trelawny.

Accordingly, the remaining 27% 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 OUR continued its review of the NWC force majeure GS request during the review period.

As shown in Figure 7, the standards with the highest incidents of breaches for the NWC were *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), *Meter Reading* (which restricts the NWC from sending more than two estimated bills without penalty), and *Meter Installation* (which requires the installation of meters within 30 working days upon customer's request). These five (5) standards represented 97% of total breaches and 96% of 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 Quality of Service (QoS) standards performance, including the Guaranteed and relevant Overall Standards.

As shown in Table 3, 5 out of 9 PWSSPs (67%) submitted their QoS reports for the review period, of which 4 (44%) were submitted within the stipulated timeline. No reports were received from Dairy Spring Ltd., OceanPointe Utilities Ltd., and Tryall Golf and Beach Club Ltd. The OUR will continue its efforts to ensure that these non-compliant service providers submit their QoS reports as required.

Table 3: Private/Small Water and Sewerage Service Providers' QoS Reporting Requirements and Submissions

Licensees to Submit Quarterly QoS Reports	2026 Apr - Jun	
	Due Date	Submission Date
Can-Cara Development Ltd. (CDL)	2026.08.12	2026.08.14
Dynamic Environmental Management Services Ltd. (DEML)		2026.08.11
Dairy Spring Ltd. (DSL)		Not Received
OceanPointe Utilities Ltd. (OUL)		Not Received
Runaway Bay Water Company Ltd (RBWC)		2026.07.22
Rosehall Development Ltd. (RDL)		2026.08.12
Richmond Environmental Services Ltd. (RESL)		2026.08.11
Tryall Golf and Beach Club (TGBC)		Not Received
Whim Water & Waste Water Ltd.		2026.07.21

Analysis of the quarterly GS reports received from the PWSSP indicates that DEML committed 4 breaches of GS 7 – *Reconnection after payment of overdue amounts*, for which the required compensation of \$24,810.28 (4 x \$6,202.57) was automatically applied to the affected customers' accounts. Additionally, Whim Water and Waste Water Ltd. committed one breach of GS 3(b) – *Response to Complaints – Investigations*, for which no compensation was paid, as the required GS claim was not submitted by the affected customer.

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. Here, the focus is on the Key Performance Indicators (KPIs) on 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 performance report indicates that Average Speed of Answer, Average Talk Time, and Average Length of Calls increased by 5 seconds, 3 seconds, and 7 seconds, respectively. *Percentage Service Level* and *Percentage of Abandoned Calls* increased by 1 and .16 percentage points, respectively, while *First Call Resolution Rate* decreased by 14.97 percentage points.

Table 4: NWC's Call Centre Performance
2026 Performance

<i>KPIs</i>	<i>KPI Definition</i>	Jan - Mar	Apr - Jun	Jul- Sept	Oct-Dec
<i>Average Speed of Answer²</i>	Average time for answering calls	0:00:15	0:00:05		
<i>Average Talk Time</i>	Average time spent talking to customers	0:05:38	0:05:41		
<i>Average Length of Call (Call Handle Time)</i>	Combination of Average Talk Time, Average After Call Work, and Hold Time	0:07:57	0:08:04		
<i>Percentage Service Level³</i>	Percentage of calls answered within 20 seconds	94%	95%		

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%	0.99%		
First Call Resolution Rate⁴	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	97.63%	82.66%		

JPS:

The JPS Call Centre Performance Report for the review period is outlined in Table 5. Compared with the preceding quarter, the performance report indicates that Average Speed of Answer decreased by 5 seconds while Average Talk Time and Average Length of Calls increased by 5 seconds and 16 seconds, respectively. *Percentage Service Level* and *First Call Resolution Rate* increased by nine percentage points and six percentage points, respectively, while the *percentage of Abandoned Calls* decreased by one percentage point to 3%.

Table 5: JPS Call Centre Performance
2026 Performance

KPIs	KPI Definition	Jan - Mar	Apr - Jun	Jul - Sept	Oct - Dec
<i>Average Speed of Answer</i>	Average time for answering calls	0:00:45	0:00:40		
<i>Average Talk Time</i>	Average time spent talking to customers	0:04:53	0:04:58		
<i>Average Length of Call (Call Handle Time)</i>	Combination of Average Talk Time, Average After Call Work, and Hold Time	0:05:16	0:05:32		

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

<i>Percentage Service Level</i>	Percentage of calls answered within 20 seconds	85%	94%		
<i>Percentage of Abandoned Calls</i>	Percentage of calls not serviced	4%	3%		
<i>First Call Resolution Rate</i>	Customer's complaint/issue being resolved/solved at the first point of contact with the Call Centre	92%	98%		

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 within a specified timeline about planned outages. This standard is a part of the Overall Standards for JPS (EOS 1) and the Performance Targets for the NWC.

JPS:

Under EOS 1, JPS must give customers 48 hours (2 days) notice of planned outages. During the review period, JPS reported a 78.7% compliance rate for this standard, indicating the company was 21.3 percentage points below the 100% target.

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.

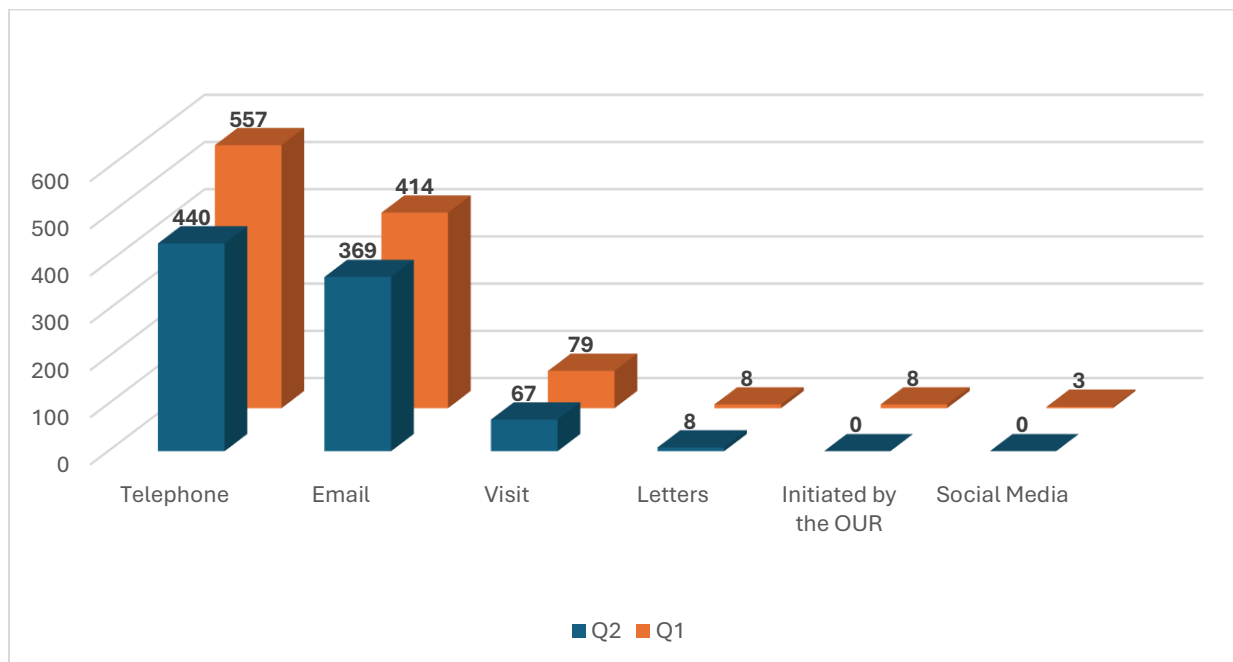
None of the public notifications reviewed was for outages lasting no more than 4 hours.

For notifications exceeding four hours, the NWC also achieved a compliance rating of 47%, which is 43 percentage points short of the established target of providing at least 24 hours' advance notice. Of the 17 related notifications received, 8 complied with the stated target.

Chapter 6: Customer Contact Distribution

At 50%, the telephone remained the most frequently used method for customers to contact the OUR. Emails and visits followed with 369 (42%) and 67 (7%), respectively. Letters accounted for the remaining 8 (1%). The details are provided in Figure 8.

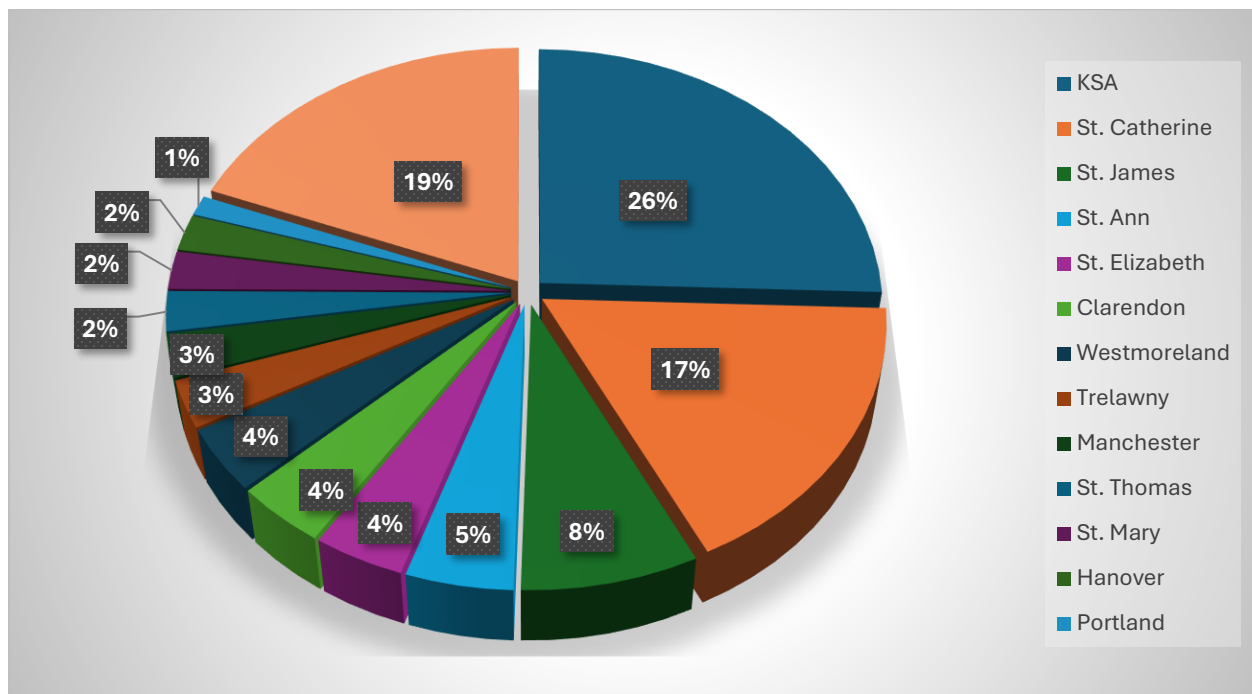
Figure 8: Methods of Contact



Geographical Distribution of Contacts

Kingston and St. Andrew continued to account for the largest share of contacts, at 26% (226), followed by St. Catherine at 17% (152). St. James and St. Ann accounted for 8% and 5%, respectively. St. Elizabeth, Clarendon and Westmoreland each accounted for 4%, while Trelawny and Manchester each accounted for 3%. All other parishes accounted for 2% or less. Nineteen percent (19%) 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

Ten (10) appeals were closed during the review period, with nine (90%) resolved in favour of the utility service providers and a compromise reached for the remaining one (10%). Six (60%) of the closed appeals were resolved within the established sixty-five working days, while the remaining four (40%) exceeded the timeline.

(ii) Outstanding Appeals⁶

At the end of the review period, seventeen (17) appeals remained outstanding, having exceeded the established 65-business-day resolution timeline. Of these appeals, ten (10) were awaiting OUR's action, six (6) were awaiting responses from the NWC, and one (1) was awaiting a response from JPS.

NWC accounts for eleven (11) outstanding appeals, of which ten (10) relate to billing matters and one to a service interruption. JPS accounts for the remaining six (6) outstanding appeals, comprising three (3) equipment damage appeals, two (2) property damage appeals, and one (1) billing matter.

Appeals Process Resolution Rate

Of the fourteen (14) new appeals investigated during the review period, responses were received for seven (7), with five within the established timeline and two (2) outside it. Follow-up action was taken on one of the appeals for which responses were received. Two (2) responses were not due at the end of the review period, while the responses to the remaining five (5), which were due within the review period, remained outstanding.

All relevant information was received for six (6) of the new appeals for which final decisions were made and communicated to 83% (5 out of 6) customers within the stipulated timeline. The final

⁵ Breakdown of Appeals Closures can be seen in Table 8 on page 27.

⁶ Breakdown of Outstanding Appeals can be seen in Table 9 on page 27.

decision on the remaining one (17%) appeal was outstanding. Further details on the CAU's performance on key Appeals Process activities are provided in Table 11, Appendix I.

Chapter 7: Consumer Affairs Highlights

(i) Credits/Compensation

Through the OUR's intervention, \$8,754,124.98 was secured for utility consumers. Of this amount, JPS and NWC accounted for the largest share of \$3,563,332.49 (41%) and \$3,132,610.66 (36%), respectively. Columbus Communications (Flow) and Can-Cara Development Ltd. followed with \$1,051,857.92 (12%) and \$780,583.32 (9%), respectively. C&WJ (Flow), Dynamic Environmental Management Limited, and Digicel shared the remaining \$225,740.59 (2%).

Of the total credits secured, \$6,369,755.17 (73%) were recorded during the reporting period but applied to customers' accounts by service providers in previous periods.

(ii) OUR Developing a Mobile App

The OUR has begun developing a mobile app that will serve as a digital platform, providing 24/7 access to services, improving transparency, and enabling real-time communication between the OUR and its stakeholders.

In its considerations for mobile app development, the OUR conducted two surveys that indicated a strong need for a mobile application to improve consumer engagement, access to regulatory information, and complaint handling. Survey findings indicate that 87.1% of external stakeholders would use the app, with priority features including complaint tracking, notifications, secure document sharing, and access to information.

Through a Request for Quotation, the OUR will be seeking to engage a qualified consultant to assist with its Mobile App development.

Appendices:

Appendix I: List of Tables: 2026 April - June

Table 6: Contact Activity Summary (All Utilities)

	Description	JPS	NWC	C&WJ (FLOW)			Columbus		Digicel			Private Water Providers	Private Telecoms Providers	OUR/Other (Not Utility Provider Related)	Total
				Internet	Landline	Mobile	Internet	Landline	Internet	Landline	Mobile				
A	Contacts for the Quarter														
(i)	New Appeals	4	10	0	0	0	0	0	0	0	0	0	0	0	14
(ii)	New Complaints	184	195	15	4	40	105	7	10	1	9	14	1	1	586
(iii)	New Enquires	16	19	0	0	2	2	0	0	0	1	1	1	3	45
(iv)	New Opinions	0	0	0	0	1	0	0	0	0	0	0	0	1	2
(v)	New Referrals	67	110	0	1	9	22	2	6	0	3	4	0	13	237
	Total Contacts	271	334	15	5	52	129	9	16	1	13	19	2	18	884
B	Closure/Resolution of Appeals:														
(i)	Compromise	0	0	0	0	0	0	0	0	0	0	1	0	0	1
(ii)	Resolved in Favour of Customer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
(iii)	Resolved in Favour of Utility	6	3	0	0	0	0	0	0	0	0	0	0	0	9
	Total Closures	6	3	0	0	0	0	0	0	0	0	1	0	0	10
C	Total Appeals from Previous Periods:														
	Outstanding Appeals with OUR														
(i)	Undergoing Analysis/Determination	5	5	0	0	0	0	0	0	0	0	0	0	0	10
(ii)	Awaiting Service Provider's Response	1	6	0	0	0	0	0	0	0	0	0	0	0	7
	Total Outstanding Appeals	6	11	0	0	0	0	0	0	0	0	0	0	0	17

Table 7: Distribution of Contacts by Categories

Complaint Category	Service Providers								
	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	133	242	6	11	27	1	11	0	431
Broken Main	0	1	0	0	0	0	0	0	1
Customer Service	1	3	3	3	2	0	0	0	12
Defective Street Light	0	0	0	0	0	0	0	0	0
Disconnection	12	8	0	2	11	0	0	2	35
Equipment Damage	8	0	0	0	0	0	0	0	8
Guaranteed Standards	3	8	0	0	0	0	0	0	11
Health & Safety	15	4	1	1	1	0	0	0	22
Illegal Connections	3	0	0	0	0	0	0	0	3
Interruption of Service	33	23	4	19	54	0	7	4	144
Irregular Supply	6	7	0	0	0	0	0	0	13
Leak at Meter	0	1	0	0	0	0	0	0	1
Metering	0	0	0	0	0	0	0	0	0
Number Portability	0	0	1	0	0	0	0	0	1
Other	22	14	5	9	10	1	0	9	70
Payment Arrangement	0	1	0	0	0	0	0	0	1
Phone Credit Depletion	1	0	3	10	1	0	0	0	15
Poor Service Quality	8	1	3	14	14	0	1	3	44
Prepaid Metering Service	2	0	0	0	0	0	0	0	2
Property Damage	5	0	0	0	0	0	0	0	5
RAMI System (Service Connection)	1	0	0	0	0	0	0	0	1
Rebate	2	2	1	0	13	0	0	0	18
Reconnection	6	5	0	1	1	0	0	0	13
Refund	3	4	1	0	2	0	0	0	10
Security Deposit	0	0	0	0	0	0	0	0	0
Service Connection	5	4	2	0	1	0	0	0	12
Terms and Condition of Service	1	3	0	2	0	0	0	0	6
Unable to get through to Utility Provider	1	3	0	0	1	0	0	0	5
Total	271	334	30	72	138	2	19	18	884

Table 8: Distribution of Closed Appeals by Utilities

Appeal Category	Service Provider			Total
	Can-Cara	JPS	NWC	
Billing Matters	1	5	3	9
Equipment Damage	0	1	0	1
Total	1	6	3	10

Table 9: Distribution of Appeals (Outstanding)

Appeal Category	Service Providers		
	JPS	NWC	Total
Billing Matters	1	10	11
Equipment Damage	3	0	3
Interruption of Service	0	1	1
Property Damage	2	0	2
Total	6	11	17

Table 10: Website Contacts Received for Appropriate Action

Month	2025 Contacts	2026 Contacts	Total
January	61	70	131
February	46	49	95
March	30	54	84
April	31	39	70
May	33	42	75
June	28	38	66

July	36	35	71
August	7	-	7
September	23	-	23
October	36	-	36
November	29	-	29
December	55	-	55
Total	415	327	742

Table 11: 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	79%	Eleven of the 14 new appeals were acknowledged within the established timeline.
Case Letters/ Other Utility Contact	Within five business days of acknowledging the customer's correspondence	86%	Twelve of the 14 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	83%	Final responses were prepared and dispatched within the established timeline for five of the six new appeals for which all relevant information was received.

Appendix II: List of Figures

Figure 1: Distribution of Contacts per 100,000 of Customer Base

Figure 2:	Distribution of Billing Contacts per 100,000 of Customer Base
Figure 3:	Main Customer Concerns
Figure 4:	Quarterly Service Interruption Contacts
Figure 5:	Guaranteed Standards Contacts
Figure 6:	JPS Reported GS Breaches
Figure 7:	NWC Reported GS Breaches
Figure 8:	Methods of Contact
Figure 9:	Geographic Distribution of Contacts

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

<u>Description</u>	<u>Timelines</u>
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

<u>Description</u>	<u>Timelines</u>
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 <i>ex officio</i> member