OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

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Media Advisory

Consumer Advisory Committee on Utilities
CACU
"The Consumers' Voice on Utilities"

YOU ARE INVITED TO ATTEND AND COVER
4th Annual Utility Customer Service Distinction Awards Ceremony

WHAT: Consumer Advisory Committee on Utilities' (CACU) 4th Annual Utility Customer Service Distinction Awards Ceremony

WHEN: 2026 November 12 at 6:30 pm

WHERE: Talk of the Town Suite, Jamaica Pegasus Hotel

GUEST SPEAKER: Senator, Hon. Aubyn Hill, Ministry of Industry, Investment and Commerce

DETAILS: The Consumer Advisory Committee on Utilities' (CACU) launched its annual Utility Customer Service Distinction Awards in 2023 November to recognise and celebrate excellence in customer service within the utility sector. For 2026, the awards programme features several categories:

- Utility Provider of the Year Award 2026: The highest honour of the awards programme, recognising the utility that demonstrates outstanding performance in operational effectiveness, customer service, consumer engagement, corporate citizenship, innovation, and service reliability.
- Customer Service Distinction Award 2026: Presented to the utility staff member who has shown exceptional commitment to customer service excellence, based on service quality, customer satisfaction, complaint resolution, innovation, responsiveness, and overall customer experience.
- OUR Consumer Affairs Officer of the Year 2026 (New): Recognises an OUR Consumer Affairs Officer who has demonstrated exceptional professionalism, fairness, efficiency, and dedication to resolving consumer disputes and promoting confidence in the utility regulatory process.
- Small Water Provider Customer Service Award 2026 (New): Recognises a small water provider that has achieved high levels of customer satisfaction and reliability, effectively communicates service disruptions, handles complaints in a timely and fair manner, and demonstrates staff efficiency and responsiveness.

Please confirm whether you will be attending the ceremony by Monday 2026 November 9 so that coverage arrangements can be finalised. Contact Daniel Passley at 876-589-7541 or email danielm.passley@our.org.jm.

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