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Media Release

FOR IMMEDIATE RELEASE

JPS and Digicel Capture Top Honours at 2026 CACU Utility Customer Service Distinction Awards

(Kingston, Jamaica; 2026 November 18): The Jamaica Public Service Company Limited (JPS) and Digicel captured top honours at the 4th staging of the Consumer Advisory Committee on Utilities' (CACU) Annual Utility Customer Service Distinction Awards, held on Thursday, 2026 November 12, at the Jamaica Pegasus Hotel.

The awards programme was expanded this year from two to four categories, namely: the Utility Customer Service Distinction Award, Utility Provider of the Year Award, Small Water Provider Customer Service Award, and OUR Consumer Affairs Officer of the Year Award.

For the second consecutive year, JPS was named the Utility Provider of the Year, the highest honour of the awards programme. The award, through which the winner was determined mainly via public vote, recognises the utility company that demonstrates excellence in operational effectiveness, customer service, consumer engagement, corporate citizenship, innovation, and service reliability.

The Utility Customer Service Distinction Award was awarded to Sylvester Fong, Customer Experience Manager at Digicel. The award recognises an individual who has demonstrated exceptional commitment to customer service excellence, based on service quality, customer satisfaction, complaint resolution, innovation, responsiveness, and overall customer experience.

Speaking after receiving the award, Fong expressed his gratitude and passion for serving customers.

"It is an honour to be recognised this evening. I am truly elated. Customer service is my passion, and helping customers is what I strive to do every day. Whether or not I can resolve an issue immediately, I always make every effort to find a solution. I am constantly looking for ways to improve the customer experience and make things easier for our customers. Having a hardworking team behind you is critical, and their support is what makes successes like this possible."

Meanwhile, Pia Baker, Senior Vice President of Customer Experience and Commercial at JPS, welcomed the company's achievement.

"We continue to put our customers first and prioritise compliance with the OUR's Guaranteed Standards while striving to exceed customer expectations.

We wish to thank our customers for their trust, our team members for their dedication, our supporters, and the family members who continue to support our staff as they serve our customers and the wider nation."
Consumer Affairs Officer at the Office of Utilities Regulation (OUR), Peta-Gay Steadman, walked away with the inaugural OUR Consumer Affairs Officer of the Year Award. This award 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.

The inaugural Small Water Provider Customer Service Award was copped by Renee Wright, Customer Service Representative at the Runaway Bay Water Company. This award recognises personnel at a small water provider, who 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.

Special awards were also presented to more than fifteen employees from Digicel, Flow, JPS and the NWC, who demonstrated exceptional dedication and commitment to service delivery during and in the aftermath of Hurricane Melissa.

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