

\$28.7 million paid out to Utility Customers for service standard breaches

(KINGSTON, Jamaica; 2017 December 29): Jamaica Public Service Company Limited (JPS) and the National Water Commission (NWC) paid out over \$28.7 million to customers from July to September 2017, as a result of service standard breaches. This data comes from the Office of Utilities Regulation's (OUR's) Quarterly Performance Report for the period.

The JPS compliance report on its performance on the Guaranteed Standards showed that 13,569 breaches were committed over the period. These breaches attracted a pay-out of approximately \$27.83 million, which were all disbursed through automatic compensation. The number of breaches declined by 15% against the April - June 2017 quarter.

NWC's compliance report on the Guaranteed Standards indicate that 672 breaches with a potential payout of \$2,133,796.98 were committed. The actual payments amounted to \$912,914.14, representing 43% of total potential payments. The NWC payments were effected by automatic credits.

Additionally, \$117,896.79 was secured for utility customers through OUR's Appeals Process. JPS, at 63%, accounted for the greatest share of these credits, followed by the NWC at 32%. C&WJ accounted for the remaining 5%.

As is customary for the July – September quarter, the 973 contacts received by the OUR's Consumer Affairs Unit (CAU) represent the highest number of contacts when compared to the preceding two quarters of 2017. Of this, 39% related to JPS, 25% to the NWC, while a combined 21% related to service with Cable and Wireless Jamaica Limited and Columbus Communications (FLOW). Digicel accounted for 12% of the contacts, while the remaining 3% were for: small water providers CanCara Development Ltd. and Dynamic Environmental Management Ltd. (DEML); small telecommunications providers Caricel, Dekal Wireless, Island Networks Limited (IslandNet) and Logic One (LO); and, Other (Not Utility Provider Related).

Again, billing matters – at 49% – remained the most frequent cause for contacting the CAU. As a percentage of total contacts, JPS (at 24%) accounted for the highest number of billing-related matters with the NWC following with 16%. Similar to the preceding quarter, service interruption issues represented 15% of total contacts and remained the second highest reason for customer contact.

Get details on the latest Quarterly Performance Report from our website: www.our.org.jm

Go to: http://www.our.org.jm/ourweb/sites/default/files/documents/business_plan/final_quarterly_performance_report_2017_july_-_sept_2017.pdf

Contact: Gordon Brown - Public Affairs Coordinator: 876-823-8768 cell / 876-968-6053 office

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