

The Revised Quality of Service Standards and Performance Criteria

Overall Standards 2018–2020

Category

Performance Measure

✓ At least ninety-five percent (95%) of water samples must be collected from water production sources for testing*. (*i.e. At least ninety-five percent (95%) of water samples collected for testing should be taken from the water production locations. However, up to five percent (5%) may be drawn from distribution sites, distribution storage sites etc.).

Water Quality

✓ At least ninety-five percent (95%) of water samples must be negative with coliform bacteria. The level of residual chlorine should be about 0.5mg/l and present in at least ninety-five percent (95%) of samples.

✓ Any other standards imposed by the Ministry of Health and such other applicable regulatory agencies from time to time.

Water Pressure

CDL shall ensure that the pressure of water to customers is in the range of 20 – 60 psi and take all reasonable steps to ensure that customers receive an adequate supply of water at all times.

Water Supply

At least 24 hours' notice shall be given for at least ninety percent (90%) of planned interruptions. At least ninety percent (90%) of emergency lock offs should be restored within 24 hours.

Environmental

CDL shall conform to all and any standards that may be established by NEPA/NRCA. CDL shall provide the Office with copies of any licences, standards, special permits issued by NEPA/NRCA from time to time which shall form part of its licence.

Correction of sewerage problems

CDL shall clear ninety percent (90%) of all reported blocked sewerage mains within four (4) hours of the report being received.

Sewerage/Odour

CDL shall maintain the plant in such a manner as to minimize complaints of odour. There shall be no more than five (5) complaints per one hundred (100) customers regarding odour in any month.

Sewerage effluent quality

CDL shall ensure that sewage effluent is within the standards specified by NEPA.



OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

Guaranteed Standards for

Can-Cara Development Limited 2018–2020

The Office of Utilities Regulation (OUR) regulates utility services in Electricity, Water & Sewerage and Telecommunications. Guaranteed, as well as Overall Standards, are developed by the OUR to establish prescribed minimum quality of service levels to which the utilities are held accountable.

Compensation for a breach of a Guaranteed Standard is by way of automatic credits or by submitting a claim form. Claim forms are available at the Can-Cara offices.

Guaranteed Standards

are set by the OUR for

Can-Cara customers living in:

- ◆ Meadows of Irwin, St James
- ◆ Western Spanish Town, St Catherine



www.our.org.jm

[/officeofutilitiesregulation](https://www.facebook.com/officeofutilitiesregulation)

[@theOURja](https://twitter.com/theOURja)

THE OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

3rd Floor, PCJ Resource Centre
36 Trafalgar Road
Kingston 10

- Tel: 876-968-6053-4
- Fax: 876-929-3635
- Toll-Free from Landlines: 888 - CALL—OUR (888 - 2255 - 687)

Office Of Utilities Regulation

Regulating Utilities for the Benefit of All

Guaranteed Standards for

Can-Cara Development Limited 2018-2020



CODE	DESCRIPTION OF GUARANTEED STANDARD	COMPENSATION
GS1 Connection of New Customers	Can-Cara is required to connect all new customers complete with working meters, where water supply is available at the property boundary, within three (3) working days after signing the contract for connection.	AUTOMATIC
GS2 Issue of First Bill	Can-Cara must issue (print and mail/deliver) a bill to a customer based on a meter reading within thirty (30) working days after the account is opened.	AUTOMATIC
GS3(a) Response to complaints: Acknowledgements	Can-Cara must acknowledge written customer complaints within three (3) working days of receipt.	CLAIM
GS3(b) Response to Complaints: Investigations	Can-Cara must, within fifteen (15) working days of receipt of complaint, complete investigation and inform the customer of the results.	CLAIM
GS3(c) Investigations involving a 3rd party	Can-Cara must, within thirty (30) working days after receiving a complaint, complete investigation involving 3rd party and inform the customer of the results.	CLAIM
GS4 (a) Wrongful Disconnection	Can-Cara shall not disconnect the service of an account which is either not in arrears or is the subject of an investigation internally or by the OUR.	AUTOMATIC
GS4 (b) Reconnection after Wrongful Disconnection	Where Can-Cara has wrongfully disconnected a service account it shall be reconnected within twelve (12) hours of being notified of the error.	AUTOMATIC
GS5 Repair or Replacement of Faulty Meter	Can-Cara must, within ten (10) working days after detection, repair or replace any malfunctioning meter.	AUTOMATIC
GS6 Meter Readings where the service is metered	Can-Cara must issue a bill to customers based on a meter reading each month.	AUTOMATIC
GS7 Reconnection after Payment of Overdue Amount	Can-Cara must, within twenty-four (24) hours of receipt of all applicable payments (outstanding amounts, reconnection fee etc.), reconnect customers who had been disconnected for overdue amounts.	AUTOMATIC
GS8 Payment of Guaranteed Standard Compensation	CDL shall credit a customer's account with the applicable compensation payment within one (1) billing period after a breach of any of the Guaranteed Standards. For the avoidance of doubt, if CDL does not credit the customer's account with the applicable compensation payment within the time specified herein, CDL would have breached this Guaranteed Standard GS8. Where applicable, customer must submit claims within one hundred and twenty (120) days after the breach.	AUTOMATIC

The compensation payable for breach of a Guaranteed Standard is the equivalent of four (4) times the service (fixed) charge. Given that the service (fixed) charge is \$739.28, the compensation payment for a breach of a Guaranteed Standard is \$2,957.12. These rates are applicable for the duration of the 2018–2020 Determination Notice.

Have a complaint? Contact: Can-Cara Development Ltd., 10 Holborn Rd., Kingston 5.

☎ 876-968-3500; 876-926-3789 ✉ cancaraenvironmenttd@gmail.com