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

#### Can-Cara Development Limited 2018—2020

**Guaranteed Standards for a breach of a Guaranteed Office of Utilities Regulation**

- **Category**: Performance Measure
- **Overall Standards 2018—2020**
  - **Water Quality**
    - At least ninety-five percent (95%) of water samples must be classified as potable, according to the JWSA classification scheme.
  - **Sewerage/Drainage**
    - At least ninety-five percent (95%) of sewerage mains within our (4) zones of the report being received.
  - **Environmental**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
  - **Water Supply**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
  - **Sewerage/Odour**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
  - **Correction of Sewerage Problems**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.

**Other applicable national standards**

- **Water Quality**
  - At least ninety-five percent (95%) of water samples must be classified as potable, according to the JWSA classification scheme.
  - **Sewerage/Drainage**
    - At least ninety-five percent (95%) of sewerage mains within our (4) zones of the report being received.
  - **Environmental**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
  - **Water Supply**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
  - **Sewerage/Odour**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
  - **Correction of Sewerage Problems**
    - At least ninety-five percent (95%) of all reported blocked sewerage mains within our (4) zones of the report being received.
<table>
<thead>
<tr>
<th>Code</th>
<th>Description of Guaranteed Standard</th>
<th>Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>GS1</td>
<td>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. 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.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS2</td>
<td>Can-Cara must acknowledge written customer complaints within three (3) working days of receipt.</td>
<td>CLAIM</td>
</tr>
<tr>
<td>GS3(a)</td>
<td>Can-Cara must, within fifteen (15) working days of receipt of complaint, complete investigation and inform the customer of the results.</td>
<td>CLAIM</td>
</tr>
<tr>
<td>GS3(b)</td>
<td>Can-Cara must, within thirty (30) working days after receiving a complaint, complete investigation involving 3rd party and inform the customer of the results.</td>
<td>CLAIM</td>
</tr>
<tr>
<td>GS3(c)</td>
<td>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.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS4(a)</td>
<td>Where Can-Cara has wrongfully disconnected a service account it shall be reconnected within twelve (12) hours of being notified of the error.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS4(b)</td>
<td>Can-Cara must, within ten (10) working days after detection, repair or replace any malfunctioning meter.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS5</td>
<td>Can-Cara must issue a bill to customers based on a meter reading each month.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS6</td>
<td>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.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS7</td>
<td>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.</td>
<td>AUTOMATIC</td>
</tr>
<tr>
<td>GS8</td>
<td>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.</td>
<td>AUTOMATIC</td>
</tr>
</tbody>
</table>

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  cancaraenvironmentltd@gmail.com

Published by the Public Affairs Unit, Office of Utilities Regulation, 2018 February 1
Can-Cara Development Limited Determination Notice: Document No. 2018/WAS/003/DET.003