

MISSION

OUR contributes to national development by effective regulation of utility services that enables consumer access to modern, reliable, affordable and quality utility services; while ensuring that service providers have the opportunity to make a reasonable return on their investment.

VISION

OUR is a trusted, purpose-driven and stakeholder-focused regulator, that has enabled Jamaica to be globally recognized as a leader in utility consumer protection and satisfaction, and sustainability of regulated entities.



CORE VALUES

Accountability • Fairness • Integrity • Respect • Excellence

VALUE PROPOSITIONS

CONSUMERS: The OUR commits to protecting the interest of the consumers of utility services and promoting the awareness of their rights and responsibilities, while understanding and being responsive to their needs and keeping them well informed.

SERVICE PROVIDERS: The OUR commits to being objective, transparent and responsive to utility service providers while allowing them the opportunity to earn a reasonable return on investment.

STAFF: The OUR commits to providing our staff with a rewarding, fair, respectful, supportive, and participative working environment and opportunities for personal and professional development.

GOVERNMENT OF JAMAICA: The OUR commits to providing good and timely advice and a positive regulatory environment, while being compliant and aligned to the government's strategic imperatives.