

TRYALL GOLF & BEACH CLUB Ltd. (TGBC)

Quality of Service and Performance Standards established by OUR's Determination Notice 2019/WAS/003/DET.001

OVERALL STANDARDS

GUARANTEED STANDARDS &

OVERALL STANDARDS for

TRYALL GOLF & BEACH CLUB Ltd. (TGBC)

Water Quality

- ◆ At least ninety five percent (95%) of water samples must be collected from water production sources for testing.
- ◆ At least ninety five percent (95%) of water samples must be negative with coliform bacteria.
- ◆ The level of residual chlorine should be about 0.5 mg/l and present in at least ninety five percent (95%) of samples.
- ◆ Any other standards imposed by the Ministry of Health from time to time.

The Office of Utilities Regulation (OUR) regulates utility

services in Electricity, Water & Sewerage and Telecommunications. Guaranteed Standards and 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 either by way of

automatic credits on customers'

bills or by submitting a claim form.

Water Pressure

TGBC shall ensure that the pressure of water to customers is in the range of 20-69 psi and take all reasonable steps to ensure that customers receive an adequate supply of water at all times.

Water Supply

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

Environmental

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

*National Environment & Planning Agency (NEPA) ◇ Natural Resources Conservation Authority (NRCA)



ISO 9001:2015 certified

OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

www.our.org.jm

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GUARANTEED & OVERALL STANDARDS for TRYALL GOLF & BEACH CLUB Ltd. (TGBC)

are indicated in OUR's

Interim Tariff Determination Notice 2019/WAS/003/DET.001

Effective dates: 2019 April 1 — 2020 September 30

GUARANTEED STANDARDS for TRYALL GOLF & BEACH CLUB Ltd.

CODE	GUARANTEED STANDARD	MODE OF COMPENSATION
GS1 Connection of New Customers	TGBC shall 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.	CLAIM
GS2 Issue of First Bill	TGBC shall 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.	CLAIM
GS3(a) Response to complaints: Acknowledgements	TGBC shall acknowledge customers' written complaints within three (3) working days of receipt.	CLAIM
GS3(b) Response to Complaints: Investigations	Unless it is an investigation involving a 3 rd party, TGBC shall, within fifteen (15) working days of receipt of a complaint, complete investigation and inform the customer of the results.	CLAIM
GS3(c) Investigations involving 3 rd party	TGBC shall, within thirty (30) working days of receipt of a complaint, complete investigation involving a 3 rd party and inform the customer of the results.	CLAIM
GS4(a) Wrongful Disconnection	TGBC shall not disconnect the service of an account which is either not in arrears or is the subject of an investigation by TGBC or by the OUR.	AUTOMATIC
GS4(b) Reconnection after Wrongful Disconnection	Where TGBC 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	TGBC shall, within ten (10) working days after it detects/discovers a malfunctioning meter, repair or replace the malfunctioning meter.	CLAIM
GS6 Meter Readings	TGBC must render a bill based on a meter reading each month.	CLAIM
GS7 Reconnection after Payment of Overdue Amount	TGBC shall, within twenty-four (24) hours of receipt of all applicable payments (outstanding amounts, reconnection fee etc.) reconnect customers disconnected for overdue amounts.	AUTOMATIC
GS8 Payment of Compensation	TGBC 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 TGBC does not credit the customer's account with the applicable compensation payment within the time specified herein, TGBC would have breached the Guaranteed standard GS8.	AUTOMATIC

Where applicable, customers must submit claims within one hundred and twenty (120) days after the date of the occurrence of a breach.

The compensation payable for a Guaranteed Standard breach shall be equivalent to the usage of 35,000 litres/month, which amounts to \$5,040.00.

Have a complaint? Contact: TRYALL GOLF & BEACH CLUB Ltd. (TGBC).

TEL: 876-648-7161 ♦ 876-648-7167 ♦ 876-609-7115 ♦ FAX: 876-956-5673 ♦ EMAIL: administration@tryallclub.com

If you are dissatisfied with TGBC's resolution of your complaint, please write to OUR (email/letter) and include the utility's final response to you, as well as any other supporting documents (bills, receipts etc.).