



OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

PUBLIC NOTICE INVITATION TO COMMENT ON CONSULTATION DOCUMENT

The Office of Utilities Regulation (OUR) invites interested parties to submit written comments on its Consultation Document titled: *“Enhancing Customer Satisfaction through Customer Contact Centre Standards for the Jamaica Public Service Company Limited and the National Water Commission”*.

This consultation is being conducted with a view to:

1. Determining the Key Performance Indicators (KPIs) for Call Centres;
2. Establishing uniformity with the customer centric standards that are measured by the Call Centres of the Service Providers; and,
3. Determining targets for the percentage of complaints that are to be resolved at the first point of contact.

The Consultation document can be found on the OUR’s website: www.our.org.jm.

Written comments are to be submitted by 2019 March 19 via email to:
collette.goode@our.org.jm.

Please note that responses **which are not confidential**, pursuant to any relevant legislation, will be posted to the OUR’s website. Respondents are requested to supply their responses in electronic form to facilitate such postings.

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