

## FOR IMMEDIATE RELEASE

### Disappointing Results in Latest OUR Mystery Shopping Survey

**(KINGSTON, Jamaica; 2019 August 9):** The latest Mystery Shopping survey conducted by the Office of Utilities Regulation (OUR) has shown a decline in the performance of the major utility companies for in-store customer service, compared to the previous year.

The survey was conducted between 2019 March 25 and April 24 with visits to utility companies' stores, and calls to their call centres.

The findings from the 2019 survey, which were revealed at OUR's webinar on Wednesday, 2019 July 31, showed that all the major utility companies declined in overall customer service performance when compared to those of 2018. The Jamaica Public Service Company Limited was the only utility provider which scored above 70% for service provided in-store.

**Table: The Utilities' Customer Service Scores:  
2019 vs 2018 (in-store only)**

|         | CUSTOMER SERVICE 2019 | CUSTOMER SERVICE 2018 |
|---------|-----------------------|-----------------------|
| FLOW    | 54%                   | 69%                   |
| DIGICEL | 48%                   | 67%                   |
| JPS     | 72%                   | 81%                   |
| NWC     | 61%                   | 78%                   |
| AVERAGE | 59%                   | 74%                   |

Speaking at the webinar hosted to announce the survey results, the Director of Consumer and Public Affairs at the OUR, Yvonne Nicholson, said "Seventy percent (70%) would be a good performance measure, because if 7 out of every ten customers who walk into a store leave satisfied, then we think that's a good measure".

She indicated that the findings have been shared with the utility companies, and the OUR continues to engage them in an effort to improve customer service. Mrs Nicholson also said that the OUR has been conducting annual Quality of Service Symposia with these companies, from which a Code of Practice for use across the regulated sectors has now been drafted. The OUR Director stated that the next survey will incorporate customer experience on the utility providers' social media channels and online chat facilities.

Further details on the findings can be found on the OUR's YouTube and Facebook pages from the video recording of the webinar. The video can be seen via the following links: [OUR's FACEBOOK PAGE VIDEO](#); [OUR's YOUTUBE PAGE VIDEO](#). -30-

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