

FOR IMMEDIATE RELEASE

OUR Launches its Guaranteed Standards Jingle Competition

(KINGSTION, Jamaica; 2020 November 26): The Office of Utilities Regulation (OUR) has launched its Guaranteed Standards Jingle Competition.

The competition, which is open to Jamaicans who meet the criteria, is to help bring awareness to the Guaranteed Standards which were developed for utility customers. The competition will focus on those developed for the Jamaica Public Service Company Limited (JPS and the National Water Commission (NWC).

Speaking at the launch on 2020 November 19, Deputy Director General of the OUR, Cheryl Lewis, said the OUR was happy to embark on this competition. "Data from several National Customer Satisfaction Surveys conducted by the OUR, indicate that awareness of the Guaranteed Standards by residential and business customers remains limited, with many customers stating that they know little to nothing about the Guaranteed Standards. We hope that by entering this competition, more Jamaicans will know about these standards which were put in place to hold their utility companies accountable".

Interested persons can enter in either: Open category for all Jamaicans, twenty (20) years old and over of the Students category which will be open to students in registered secondary schools or members of music clubs who are between 12 and 19 years old.

There is no fee to enter the competition. Each entry must contain one (1) Jingle of no more than one (1) minute in length. Each entry should have original lyrics, melody and rhythm. A copy of the written lyrics MUST be submitted with each entry. All entries must be submitted via email to gsjingle@gmail.com.

First place winners in each category will receive \$250,000, while second place winners will get \$100,000. Teachers of students who place first or second will receive a cash prize of \$100,000 and \$75,000 respectively.

The competition closes 2021 January 29.

The judges for the competition are Conroy Wilson, Executive Director of Ashe and Rising Stars Judge, Musician, Nigel Staff and Legal Counsel at the OUR, Wayne McGregor, who's also a musician who plays with the Black Zebra Band

Persons interested in entering can get more information on the OUR's website www.our.org.jm, as well as on its social media pages on Facebook, Twitter, LinkedIn, YouTube and Instagram.

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WHAT ARE GUARANTEED STANDARDS?

The Guaranteed Standards were developed by the OUR for the two major utility companies –JPS and the NWC – to ensure they are held accountable to high quality service standards in providing the prescribed utility services. There are also Guaranteed Standards for private water providers.

Any breach of these Standards will result in compensation to affected customers. Some of these JPS and NWC Standards include the number of consecutive estimated bills customers should receive and how they should be calculated, as well as timeline for: reconnection, connection of new supply, completing investigations, changing meters and adjusting an account after an error is identified.

Compensation for JPS breaches is equivalent to the reconnection fee for residential customers and four (4) times the customer charge for commercial customers.

NWC breaches attract a compensation that is equivalent to four (4) times the applicable service charge. Both JPS and NWC breaches also have special compensation categories.

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