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**THE OFFICE OF UTILITIES REGULATION ACT**

THE OFFICE OF UTILITIES REGULATION (ST. JAGO HILLS DEVELOPMENT  
COMPANY LIMITED) (INTERIM WATER SUPPLY RATE)  
ORDER, 2019

WHEREAS by sections 4(4) and 11 of the Office of Utilities Regulation Act, the Office of Utilities Regulation may, by order published in the Gazette, prescribe the rates to be charged by a licensee in respect of its prescribed utility service.

AND WHEREAS the Office of Utilities Regulation, having reviewed an application by St. Jago Hills Development Company Limited (SJHDC) for a water supply rate, issued the Determination Notice titled "St. Jago Hills Development Company Limited Interim Water Rate" (Document Number: 2019/WAS/004/DET.002) dated the 5th day of July, 2019.

In exercise of the powers conferred on the Office of Utilities Regulation by section 11 of the Office of Utilities Regulation Act, and of every other power hereunto enabling, the following Order is hereby made:—

1. This Order may be cited as the Office of Utilities Regulation (St. Jago Hills Development Company Limited) (Interim Water Supply Rate) Order, 2019.
2. With effect from the 5th day of July, 2019, an occupier of property—
  - (a) located in the service area for which SJHDC is licensed to supply and distribute water under the St. Jago Hills Development Company Limited Water Supply and Distribution Licence, 2014; which service area is located within the St. Jago Hills Development, bounded on the north by Patton Park and to the south by part of Beckford Farm and Spencer's Run, the Spanish Town to Sligoville Main Road runs to the east and Cross Pen lies to the west; and
  - (b) who receives water supply and distribution service from SJHDC; shall pay to SJHDC, at its offices or at such other places as the company may from time to time specify, the rates and charges set out in the First Schedule.
3. With effect from the 5th day of July, 2019, the Quality of Service Standards (Guaranteed Standards) set out in the Second Schedule shall apply to SJHDC.

#### FIRST SCHEDULE

##### Rates and Charges

##### *Residential Service*

|                         |            |
|-------------------------|------------|
| Fixed Charge (monthly): | \$1,514.19 |
| Variable Charges:       |            |
| 1st 3,000 gallons       | \$ 421.29  |
| 2nd 3,000 gallons       | \$ 742.88  |
| 3rd 3,000 gallons       | \$ 802.11  |
| 4th 3,000 gallons       | \$1,023.87 |
| 12,000 – 20,000 gallons | \$1,274.91 |
| Over 20,000 gallons     | \$1,641.14 |

SECOND SCHEDULE  
*Guaranteed Standards*

| Code   | Guaranteed Standard   | Mode of Compensation |
|--|---|----------------------|
| GS1 – Connection of New Customers                  | SJHDC is required to 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. | Automatic            |
| GS2 – Issue of First Bill                          | SJHDC must 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 | SJHDC must acknowledge written customer complaints within three (3) working days of receipt.  | Claim                |
| GS3(b) – Response to Complaints – Investigations   | SJHDC must, within fifteen (15) working days of receipt of complaint, complete investigation and inform the customer of the results.  | Claim                |
| GS3(c) – Investigations involving 3rd party        | SJHDC must, within thirty (30) working days, complete investigation involving 3rd party.  | Claim                |
| GS4(a) – Wrongful Disconnection                    | SJHDC shall not disconnect the service of an account which is either not in arrears or is the subject of an investigation internally or by the OUR.   | Automatic            |
| GS4(b) – Reconnection after Wrongful Disconnection | Where SJHDC has wrongfully disconnected a service account, it shall be reconnected within twelve (12) hours.  | Automatic            |
| GS5 – Repair or Replacement of Faulty Meter        | SJHDC must, within ten (10) working days after detection, repair or replace any malfunctioning meter.   | Automatic            |

SECOND SCHEDULE, *contd.**Guaranteed Standards*

| <u>Code</u>  | <u>Guaranteed Standard</u>  | <u>Mode of Compensation</u> |
|--|---|-----------------------------|
| GS6 – Meter Readings                               | SJHDC must render a bill based on a meter reading each month.   | Automatic                   |
| GS7 – Reconnection after Payment of Overdue Amount | SJHDC must, within twenty-four (24) hours of receipt of all applicable payments (reconnection fee etc.), reconnect customers disconnected for debt.   | Automatic                   |
| GS8 – Payment of Compensation                      | <p>SJHDC must credit customers' accounts within one (1) billing period after a breach of any of the prescribed Guaranteed Standards.</p> <p>For the avoidance of doubt, if SJHDC does not compensate the customer within the specified time, this results in another breach. Where applicable, customer must submit claims within one hundred and twenty (120) days after the breach.</p> | Automatic                   |

*Compensation Mechanism*

The compensation payable for breach of a Guaranteed Standard is \$2,272.00.

Special Compensation is determined for breaches in relation to Reconnection after Payment of Overdue Amounts, Wrongful Disconnection and Reconnection after Wrongful Disconnection. The compensation for breaches in relation to Reconnection after Payment of Overdue Amounts, Wrongful Disconnection and Reconnection after Wrongful Disconnection will attract compensation of \$3,028.00.

The compensation Mechanism for a breach of the Guaranteed Standard is applicable to breaches, which will require the submission of a claim form as well as breaches that will attract automatic compensation. Where applicable, customers must submit claims within one hundred and twenty (120) days after the date of the occurrence of the breach.

Dated this 10th day of July, 2019.

MAURICE CHARVIS  
Deputy Director-General  
Office of Utilities Regulation.