



**Jamaica Public Service Company Limited**

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**CHANGING LIVES WITH OUR *e*NERGY**

# **ELECTRICITY SERVICES GUIDE**

## **FOR DEVELOPERS & INVESTORS**

Prepared By JPS Commercial Services Division

Updated December 2011



**JPS Electricity Services Guide for Developers and Investors**

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## VITAL STATISTICS

### BACKGROUND

Electricity first came to Jamaica in 1892, thirteen years after Thomas Edison invented the first successful lamp. It all began when the Jamaica Electric Light Company started to supply electricity from a small coal-burning steam generating plant on Gold Street in Kingston. This was quite an achievement for Kingston, a small island city, and then only 19 years old. At that time many large British cities were still without electricity.

Thirty-one years later on May 25, 1923, the Jamaica Public Service Company Limited (JPS) came into being as a legal entity with the objective of developing the island's electrification system. Up to that time, electricity had been provided by a number of small suppliers, whose assets were eventually taken over by JPS. On March 30, 2001 the Government of Jamaica privatized JPS to the Mirant Corporation, an Atlanta-based international energy company. Mirant bought 80% of the shares in the Company and charted a new Vision and Mission for the Company's operations. In April 2007 the Japanese Marubeni Corporation took control of Mirant's Caribbean Holdings after the company declared bankruptcy. By March 2009 TAQA of Abu Dhabi entered an equal partnership arrangement with Marubeni for 50% of the Marubeni shares in JPS. By 2011 TAQA gave up its interest and Marubeni formed a new partnership with Korea East West Power (EWP) out of South Korea.

### STATISTICS

Today, JPS is the primary producer and sole distributor of electricity in Jamaica. The company has grown into a modern electric utility, with an extensive network reaching more than 95% of Jamaica's population. From 3,923 customers in 1923, JPS now serves over 540,000 customers.

The JPS operates under an electricity license, which was approved by the Office of Utilities Regulation (OUR). The OUR is an independent regulatory agency with responsibility for the electricity sector. The last rate application was approved in September 2009.

- Our customer base is comprised of residential, commercial & industrial and streetlight customer accounts JPS has a workforce of approximately (?)1600 employees across the island.
- JPS owns and operates 13 generating plants, 46 substations, and approximately 12,000 kilometres of distribution and transmission lines.
- JPS has a total generating capacity of 833 MW with an average peak demand of 600 MW.

## MAKING THE RIGHT CONNECTION

### SCOPE OF OPERATIONS.

The Jamaica Public Service Company (JPS) is an integrated electric utility company, and the sole distributor of electricity in Jamaica. The Company is involved in the generation, transmission and distribution of electricity. JPS also purchases power from the Jamaica Private Power Corporation (JPPC) and the Jamaica Energy Partners (JEP), two Independent Power Producers (IPPs) and several small co-generators. As a good corporate citizen, JPS is committed to the delivery of quality service at reasonable costs, in an environmentally responsible manner. Beyond this, JPS is integrally involved in programmes that support the long-term social and economic development of Jamaica.

The **Jamaica Public Service Company Limited** has at present the all-Island franchise governing the sale or re-sale of electricity. All references therefore, to the application for service, Terms and Condition of Service and generally accepted practice in the construction of electrical lines (overhead and underground) and related aspects such as the rental of street lighting facilities to Parish Councils and Statutory Bodies are based on the practices of this Company. The **Jamaica Public Service Company Limited** is hereinafter referred to as **JPS** in this Chapter. Any references to the **Customer Care Office**, implies the particular JPS Customer Care Office, which is responsible for the area in which the Development is to be located.

### PARTNERING FOR GROWTH

JPS has been helping Jamaica grow by providing energy services and technical expertise to the business and residential communities. As an active participant in the economic development of the island, JPS understands the challenges businesses face in today's increasingly competitive marketplace. As such, our services are structured to assist you with all phases of the investment process. As you consider your investment we invite you to consult with our team of Marketing and Energy Services and Economic Development professionals for information that will support your planning process. Our information will help you to make the right connection!

### SUPPORT STRUCTURES

The Marketing and Energy Services Department plays an important role in improving customer satisfaction and loyalty. With strong partnerships in our local network of economic development agencies, business associations, private and public sector leaders, realtors and developers, our Economic Development team in this Department can be your first point of contact and help to guide your location decisions. The Economic Development team provides assistance with:

- Energy information,
- Access to technical resources,
- Site and industry tours,
- Business forecasts and incentive information, and
- Referrals to associations and agencies that can assist you in business planning.

After you have settled into your operations, our Key Account Programme supports large industrial and commercial customers by providing personalized services for your unique business needs. Our Key Account Managers are at your service and will provide current, relevant information and customer support to enhance your electricity services. These services include:

- Single point of contact/coordination for new connections and service upgrades.
- Energy efficiency advice on blueprints and energy use analyses.
- Energy management training and sensitization sessions for key staffers.
- Billing analyses, rate comparisons and technical investigations.
- Power quality monitoring and power factor correction support.

# DEVELOPING A SOUND ELECTRICITY INFRASTRUCTURE

## PLANNING REQUIREMENTS

This Chapter gives a broad outline of the requirements relating to Residential, Commercial or Industrial Developments and in some cases, provides specific details regarding standards or practices to which the developer must adhere.

This Chapter in no way negates the need for the developer to use qualified and experienced professionals in preparing designs or establishing the necessary communication with JPS.

A section has been provided at the end of the Chapter, which provides a list of some of JPS' Standard materials and equipment, however, this list shall not be used as a specification for ordering of materials. The JPS Engineering & Standards Department shall be consulted for specifications, should the need arise. Where written copies of specifications cannot be obtained, the developer shall obtain specifications from suppliers for materials or equipment, which he intends to order. These must be made available for the scrutiny of JPS personnel if the intention is to have the Electrical Infrastructure once completed, taken over by JPS.

Developers and Investors should consult JPS' Standard Terms and Conditions Booklet, for important information pertaining to restrictions in the utilization of the electricity supplies offered. Additionally, it is important to Consult JPS' Rate Schedules Sheet, which gives specific information on JPS' Residential Service (Rate 10), General Service (Rate 20), Power Service (Rate 40 and Rate 50), and Street Lighting (Rate 60).

The supplies available are as follows:

Secondary metered supplies: -

- Single Phase, 110/220 Volts, 50 Hz
- Three Phase, 220 Volts, Delta, 50 Hz
- Three Phase, 240/415 Volts, Wye (Star), 50 Hz

Primary metered supplies are also available depending on location including: -

- Three Phase, 13.8/23.9 kV, Wye (Star), 50Hz
- Three Phase, 13.8 kV, Delta, 50Hz
- Three Phase, 11.95 kV, Wye (Star), 50Hz

In general, types of supplies not outlined on the Rates Schedules Sheet will require the developer to purchase, install and maintain his own transformer(s) and high voltage switchgear. The Power Service Rate 50 applies to customers who own the main supply transformer(s).

## **CONSULTATION**

For information regarding compliance with the Electricity Law of Jamaica and Standard Acceptable Practice, contact the Chief Electrical Inspector's Office, in the Electricity Division of the Ministry of Commerce, Science & Technology.

## **STANDARDS**

The Standard method of supply by JPS is via overhead Pole-lines, using primarily pre-stressed concrete poles.

The standard method of Primary supply to pad mounted transformers is underground installation connected to the overhead primary and involves the use of Single-core, XLP insulated, 25 kV Class cables installed in PVC ducts. These cables are connected either between Overhead lines and Pad-mounted equipment. All Pad-mounted, Single Phase and Three Phase, oil-filled Transformers are designed for cable entry. They are installed on concrete pads (plinths).

Consumers desiring an underground service for JPS' overhead system are required to notify JPS accordingly. Such underground installation shall be at the consumer's expense. The standard for underground primary installation utilize single-phase transformer insulated 25kV class cables or between two sets of Pad-mounted equipment.

The main method of Secondary underground supply involves the use of **three or four XLPE(600V class) Aluminium cables which are installed in AVC ducting. Access is via manholes. Individual supplies would be via handholes connected to metering centers or individual coulms.**

# JPS AND THE ENVIRONMENT

## **ENVIRONMENTAL POLICY**

As the main provider of electricity on the island, Jamaica Public Service Company Limited generates the energy that creates opportunities - improving the quality of life and supporting economic development in the communities we serve.

In carrying out this role, we continually strive to achieve the appropriate balance of supplying dependable, low-cost energy in an environmentally responsible manner.

Our core values drive our commitment to environmental stewardship, and we approach the environment with the same innovation, integrity, and drive for tangible results that characterise all other aspects of our business.

## **ENVIRONMENTAL STEWARDSHIP**

We define environmental stewardship through the following principles:

### *Environmental Philosophy*

At JPS, we are committed to responsible business practices. Our paramount environmental objective is to be a good steward of the environment and to conduct our business in a manner contributing to sustainable development in the communities that we serve, ensuring that we meet the needs of the present generation without compromising the quality of life of future generations.

### *Environmental Compliance*

Compliance is the foundation of our environmental philosophy. In our operations, we will meet or exceed all applicable environmental laws and regulations. We supplement local environmental regulations by implementing prudent business practices.

*Management Commitment*

We will commit resources necessary to implement our Environmental Policy. Our comprehensive environmental management programme is an integral element of our business, providing the framework for integrating environmental considerations into business operations and strategy and driving continuous improvement in environmental performance.

*Accountability*

We measure our performance through environmental performance indicators, systematic compliance audits and self-assessments for all assets that we operate.

*Continuous Improvement*

We monitor and assess the environmental impact of our operations, and we are committed to measurable improvement in environmental performance. We seek opportunities to reduce emissions per kilowatt-hour and reduce consumption of natural resources through operational improvements and new and improved technologies that are consistent with operational and fiscal responsibilities. We implement programmes and practices to ensure the proper management of hazardous materials in our operations and to reduce and recycle waste.

*Transparency*

JPS will communicate with the public regarding our environmental performance. We will work to foster mutual respect and understanding with environmental stakeholders through responsible dialogue on our environmental policies and performance.

*Public Policy*

JPS seeks constructive engagement in legislative and regulatory processes to help ensure that environmental laws and regulations are balanced, effective, and based on sound science and proven technology.

*Employee Involvement*

At JPS, we expect every employee to take ownership of and responsibility for implementing our Environmental Policy. We educate our employees on our Environmental Policy and environmental requirements. We encourage our employees to report any environmental problems, and we expect management to promptly address any reported problems.

## DESIGN PLANNING & LOAD DETAILS

### DESIGN SPECIFICATIONS

Plans (Large sheets showing Drawings along with notes, tables, etc. – showing mostly plan views) are required from Developers for all Industrial, Commercial and Residential Developments

Where plans are required, they shall show a complete electrical distribution design layout including details such as the Take-off pole, the supply Transformer(s) switchgear (if used and the metering point). Plans must show metering facility location and layout . See JPS metering facility.

The design shall be to-scale and plans submitted in duplicate in standard blue-print or photo-static copy form. Plans shall conform to the JPS format.

The electrical plans must be accompanied by related plans showing general facility layout, water, sewage and any other underground facilities. Any other above-ground facility which may be called into question as far as easements, right-of ways or inadequate clearances are concerned, must be included on the electrical plan.

A Transformer Connection (Balancing or Phasing Diagram is required in the following cases:

- Where Primary Three-Phase lines are required.
- Where Two Primary Phase wires and a Primary or Common neutral wire is required. This applies to the Multi-grounded Wye (Star) Systems – 23.9 kV and 11.95 kV Systems.

The Transformer Connection Diagram shall show to which Phase(s) the Transformer or bank of Transformers is connected. In addition, the diagram shall show the kVA rating of each Transformer, the Location Reference and the positions of all the Transformer and line protection equipment.

For underground systems utilizing Pad-mounted and Vault-mounted equipment, the Connection Diagram shall clearly show whether the connections are separable or bolted type. The internal connections of switchgear (when used) shall also clearly be shown.

The Plan shall show drawings of typical assemblies to be used during construction of the line.

These assemblies shall conform to the JPS ES300 Standard and other standards issued from time to time by JPS and shall include:

1. Three Phase Primary constructions (with Secondary underbuild).
2. Two Phase and Neutral Primary constructions (with Secondary underbuild).
3. Single Phase Primary constructions (with Secondary underbuild).
4. Single Phase or Three Phase Secondary constructions (Secondary-only) poles.

The drawing(s) provided for this purpose shall clearly show all important dimensions and descriptions of items.

Where unusual designs are used or situations are encountered which may lead to misinterpretation of the types of assemblies (or the proper orientation etc.) required for construction, a drawing should be incorporated on the plan (including three dimension, sections or projections of various views if necessary).

The drawing(s) provided for this purpose shall clearly show all important dimensions and descriptions of items.

Where a Secondary circuit is designed to serve multiple future JPS customers, the voltage drop shall be shown at the termination of each Secondary circuit.

If the Overhead line will be constructed over hilly terrain, a profile of the pole-line shall be shown on the plan.

The profile shall show the height exaggerated with vertical dimensions being ten (10) times the horizontal dimensions.

The profile shall also show the height of all poles to scale and show all conductors (Primary and Secondary) exhibiting proper sag.

The Developer shall ensure that the Legend and Notes pertaining to all relevant symbols and activities that are outlined on the plan are fully illustrated and explained in the Legend and Notes respectively. The Drawing shall be effected to scale. All texts, lines and symbols must be clear and readable in order that design can be easily analysed for approval.

## **DESIGN CRITERIA**

### **Use JPS ES 1300 and concrete pole guides for guidelines.**

Where a Secondary circuit is to be established to serve multiple future JPS customers, the calculated percentage voltage drop as shown at the termination of each Secondary circuit on the Plan, shall not exceed 5% (4.4V on 220V base).

The date for such calculations shall be based on the information submitted as part of the Load Details requirement.

Where a span of an overhead line crosses any roadway or an entrance that is heavily used by pedestrians or vehicles, (e.g. a school entrance), each conductor in the circuit shall be supported by two insulators.

Typically all lines (when necessary) shall cross at right angles ( $90^{\circ}$ ) to the longitudinal direction of the roadway. If this cannot be obtained, a maximum deviation of  $+ 30^{\circ}$  to the previously described direction, is acceptable.

Grounding of the neutral is required at a maximum distance of every 500 ft. from the Transformer location and at all Secondary dead ends. This applies whether the neutral is a common neutral or a Secondary neutral only.

All concrete poles must be grounded.

## **STANDARD MATERIALS & EQUIPMENT – UNDERGROUND CIRCUITS**

Ducts:

- a) 150 mm/6 inch PVC (Schedule 40)
- b) 100 mm/4 inch PVC (Schedule 40)
- c) 50 mm/2 inch PVC (Schedule 40)

“(a)” is typically used for Primary circuits.

“(b)” is typically used for Secondary circuits.

“(c)” is typically used for Service circuits.

All duct joints are encased with cement during installation.

Manholes (Reinforced Concrete) – Dimensions:

- a) 1.8 m/6 ft. length x 1.2 m/4ft. width x 1.8 m/6 ft. depth
- b) 1.8 m/6 ft. length x 1.2 m/4ft. width x 1.2 m/4 ft. depth.

“(a)” is required where distance between manholes is between 30.5 m/100 ft. and 122 m/400 ft.

“(b)” is acceptable where distance between manholes is less than 30.5 m/100 ft.

### **SECONDARY HANDHOLES/PEDESTALS:**

The Secondary Pedestal is of the flush mounting type suitable for making low voltage electrical connections. The unit consists of a green fiberglass 38 cm/15 inch diameter outer shell and an inner bell attached to a fiberglass green ribbed lid. It is suitable for complete burial, flush mounting, partial burial or surface mounting on a concrete pad.

### **SECONDARY HANDHOLES/PEDESTAL PADS:**

The prefabricated handhole pad is constructed of reinforced concrete and is complete with non-skid steel cover and embedded rim. The pad has the following dimensions:

#### Overall

Thickness - 7.6 cm/3 inches

Width - 76 cm/30 inches

Length - 76cm/30 inches

#### Opening

Width - 61 cm/24 inches

Length - 61 cm/24 inches

Lip - 3.8 cm/1.5 inches

#### Cover

Width - 60.64 cm/23.875 inches  
Length - 60.64 cm/23.875 inches

## **LOAD DETAILS**

The developer is required to submit full details concerning the types of loads to be connected including the duty-cycle of the major equipment to be used, the voltage phases and load rating of the equipment, and the type of operation to be carried out.

The developer shall also submit a summary of the design criteria used, including assumed diversity factors, load factors, power factor, etc.

## **APPLYING FOR SERVICE**

Application for Service may be made:

- in person by the Developer or the Developer's Engineering Consultant,
- or by letter from the Developer or the Developer's Engineering Consultant.

### **APPLYING IN PERSON**

For applications in person, the applicant will be interviewed by Customer Care Representative in the Parish Office or the Customer Care Centre, who will require details of expected electrical load, and/or details of major equipment to be used, the Service address or location and the date by which supply is required.

All subdivision applications must have pre-checked;

1. Approved site plans
2. Electrical Design
3. Title or Proof of ownership
4. Surveyors Declaration

### **APPLYING BY LETTER**

More typically, applications for supply to medium and large-scale future developments are made in writing. Applications should include the approximate date by which permanent electricity supply is required. Subdivision includes apartment complex which should have necessary approvals.

### **TEMPORARY SUPPLY**

If temporary electricity supply (to facilitate completion of construction) will be necessary some time before the permanent supply will be required, this shall be clearly stated in the application letter and the approximate date for this provision noted.

The applicant will also need to furnish details of expected electrical load (kW or HP.), and /or details of major equipment to be used.

### **LOCATION MAP**

A Large Scale Location Map (typically 1:12,500) of the proposed Development site showing the location of the property access roads and surrounding areas shall be furnished where necessary. Relevant GPS coordinates may also be provided.

### **TIMEFRAMES**

Applications for service to Residential, Commercial and Industrial Developments shall be made well in advance of the time that the supply is needed, typically six months to one (1) year in advance. This will give JPS sufficient time to plan and implement any necessary system improvement and to order materials and equipment required specifically for the project.

### **APPROVALS**

Having satisfied JPS' requirements as far as submission of the necessary plans and other applicable information are concerned, and after a successful review of the same by the Engineering and Standards Department, the plans will be returned properly stamped to the developer.

If the design is satisfactory, the developer may request a preliminary costing of the job at this stage.

For a detailed estimate, the Developer must first submit an "Intermediate" copy (a special translucent film which may be used in place of an original drawing) of the aforementioned approved plans. The "Intermediate" copy may be the **sepia, blue or black** line type.

The Developer shall also provide a copy of the Terms and Conditions under which the development was approved by the KSAC, the Local Planning Authority or the Town and Country Planning Authority.

On receipt of these items, an estimate of the cost of construction will be prepared and the Developer advised of JPS' conditions for undertaking the work.

Developers should note that a deposit might be required before the detailed estimate is prepared. This is to cover the cost of site visits, additional surveying and additional design and draughting to make the plan full useable.

## NEW SERVICE CONNECTIONS & METERING

See JPS Metering Policy (April 2008)

### ACCESSIBLE METERS

In planning the construction of buildings, meters need to be positioned 1.4 metres to 2.4 metres (4.5 to 7.5 feet) from the ground and located at the front of the premises, to allow meter readers easy access. Meter boxes should have a minimum of 1.3 metres (4 feet) clearance. No permanent obstructions such as trees, bushes, or walls should be placed within the clearance space. Additionally JPS reserves the right to test meters for accuracy and remove and/or replace meters. Meter readings are essential to the bill production process. Inaccessible meters will be subject to disconnection by JPS, until access is provided and the conditions outlined above are met. In the event of disconnection for inaccessibility, reconnection fees and other outstanding charges will be required to continue electricity service.

### PROVISIONS FOR SERVICE CONNECTIONS & METERING – RESIDENTIAL

Generally, metering will be at Secondary voltages, utilizing socket-type, and single-phase meters.

Arrangements in regard to meter security should be discussed with the Commercial Engineering staff of the JPS District Office.

The Developer is expected to provide each residence with “**separate**” meter socket.

The meter socket location shall be chosen such that when JPS subsequently install the meter, it shall be situated in a location that will be along the normal access paths and in a reasonably secure area.

Location of the meter sockets shall be such that the meter when installed may be mounted according to any of the following methods:

- a) On a private pole (preferably near the front boundary of the premises, positioned in such a manner as to allow a Meter Reader to read the meter without entering the premises.

The cable between the meter socket and the main switch/circuit breaker, may be via overhead lines (duplexes, triplexed or quadruplexed twisted cables) or via underground cables in conduits of appropriate size. Developers shall avoid using directly buried cables between meters and main switches/breaker panels.

- b) On a wall at the front of the building (providing a clearly accessible path is available from the road to the meter location).
- c) In a Meter Centre situated in a special lockable room to which JPS will have access. This is especially desirable where the Developer envisages that there may be security problems.

The Meter Centre shall consist of individually wired meter sockets on a panel. Typically, the capacity of the Meter Centres will range from 4-way to 12-way in capacity (number of meters accommodated).

Meter Centres chosen by the Developer shall be those types that minimize the possibility of “tampering” once the unit is installed and energized.

At all Single Meter locations, the meter sockets shall be installed at a height of 1.8 m/6 ft. above ground/floor level.

Where service cables are part of an underground supply, the Developer shall install a conduit leading from the Secondary Pedestal or Handhole to the meter location. The conduit shall have a minimum internal diameter of 50mm/2 inches.

Common areas for apartments or town houses or resort residences, etc. are generally supplied and metered separately. These supplies may require Primary or Secondary metering.

For large common areas, when:

- a) Primary metering is required; the Developer shall install a private pole that will accommodate the underground cable riser terminations as well as the metering equipment.
- b) Secondary metering is required; the Developer shall provide a convenient indoor location or a special outdoor weatherproof metering “kiosk” to accommodate additional equipment.

The need for Primary or Secondary metering shall be discussed with the Commercial Engineering staff of the JPS Parish Office. The particular type of metering used is at the discretion of JPS.

### **PROVISIONS FOR SERVICE CONNECTIONS & METERING – (RATE 10 & 20 – RESIDENTIAL/SMALL COMMERCIAL)**

Generally, metering will be at Secondary voltages, utilizing socket-type, and single-phase meters.

Arrangements in regard to meter security should be discussed with the JPS Engineering Department or JPS Parish Office.

The Developer is expected to provide each intended JPS customer unit with “**separate**” meter socket.

The meter socket location shall be chosen such that when JPS subsequently install the meter, it shall be situated in a location that will be along the normal access paths and in a reasonably secure area.

Location of the meter sockets shall be sought such that the meter when installed may be mounted according to any of the following methods:

- a) On a private pole (preferably near the front boundary of the premises, positioned in such a manner as to allow a Meter Reader to read the meter without entering the premises.

The cable between the meter socket and the main switch/circuit breaker, shall be via overhead lines (duplexed, triplexed or quadruplexed twisted cables) or shall be via underground cables in conduits of appropriate size.

- b) On a wall at the front of the building (providing a clearly accessible path is available from the road to the meter location).
- c) In a Meter Centre situated in a special lockable room to which JPS will have access.

The Meter Centre shall consist of individually wired meter sockets on a panel. Typically, the capacity of the Meter Centres will range from 4-way to 12-way in capacity (number of meters accommodated).

Meter Centres shall be secured in such a manner to view but restrict contact to the individual to JPS or authorized agents of the customer.

At all Single Meter locations, the meter sockets shall be installed at a height of 2m/(6 ft). above ground/floor level.

Where service cables are part of an underground supply, the Developer shall install a conduit leading from the Secondary Pedestal or Handhole to the meter location. The conduit shall have a minimum internal diameter of 50 mm/2 inches.

Common areas for multi-unit complexes such as apartments or town houses or resort residences, etc. are generally supplied and metered separately. These supplies may require Primary or Secondary metering.

## **PROVISIONS FOR SERVICE CONNECTIONS & METERING – RATE 40 COMMERCIAL & INDUSTRIAL**

Generally, metering will be at either Primary or Secondary voltages, requiring Three Phase meters. The use of Primary metering is typically dependent on the load, with the higher loads requiring Primary metering.

Arrangements concerning meter security should be discussed with the JPS Engineering Department or JPS Parish Office.

The Developer is expected to provide each unit with a “separate” meter socket.

The meter socket location shall be chosen such that when JPS subsequently install the meter, it shall be situated in a location that will be along the normal access paths and in a reasonably secure area.

Locations of the meter sockets shall be as outlined for Residences.

In addition, Provisions for Primary metering may be part of a Pad mounted High Voltage Switchgear Assembly. Discussions regarding these special requirements should be held with the Commercial Engineering Staff of the JPS Parish Office.

Where service cables are from an underground supply, the Developer shall install a conduit leading from the Secondary Pedestal or Handhole to the Meter location. The conduit shall have a minimum internal diameter of 50 mm/2 inches.

For larger service loads, the Developer shall provide conduits leading directly from the Padmounted transformer.

For metering, the following accommodations shall be made.

When Primary metering is required, and a future customer will maintain the installation, the Developer shall install a private pole that will accommodate the underground cable riser terminations as well as the metering equipment.

Where the installation is to be owned and maintained by JPS, the design shall show the Primary metering equipment and underground cable terminations on a pole that is separate from the rest of the Feeder pole-line.

When Secondary metering is required, the Developer shall provide a convenient indoor location or a special outdoor weatherproof metering “kiosk” to accommodate additional equipment.

The need for Primary or Secondary metering shall be discussed with the Commercial Engineering staff of the JPS Parish Office. The particular type of metering used (Primary or Secondary type), is at the discretion of JPS.

## FLEXIBLE TARIFF OPTIONS

### RATE MATRIX

The overall electricity bill is dependent on several factors which include: fuel cost, independent power production costs, foreign exchange conversion cost, and the customer charge for meter reading and bill preparation.

### JPS RATES AS OF JUNE 1, 2011

Rate	Category	Customer Charge \$/month	Energy Charge \$/kWh	Standard Demand Charge \$/kVA (1)	Off Peak Demand Charge \$/kVA (4)	Partial Peak Demand Charge \$/kVA (3)	On Peak Demand Charge \$/kVA(2)
RT10	Residential	\$300	\$6.28 for 1 <sup>st</sup> 100 kWh \$14.36 over 100 kWh	-	-	-	-
RT20	General	\$660	\$12.28	-	-	-	-
RT40	Power Low Voltage	\$4,800	\$3.50	\$1,269.37	\$53.88	\$558.52	\$714.68
RT50	Power Medium Voltage	\$4,800	\$3.32	\$1,142.44	\$50.77	\$495.06	\$634.69
RT60	Streetlight	\$1,800	\$14.73	-	-	-	-
RT60	Traffic Signals	\$1,800	\$14.73	-	-	-	-

#### Notes:

(1) Minimum standard billing demand per month: 25 kVA for Rate 40 and Rate 50.

(2) Billing demand in the on-peak period is the maximum registered demand for the On-Peak hours of that month.

(3) The Billing Demand for the partial peak period each month shall be the maximum registered demand for the on-peak and partial-peak hours during the six-month period ending with the month for which the bill is rendered, whichever is higher but not less than 25 kilovolt-amperes (kVA).

(4) The billing demand for the off-peak period each month shall be the maximum demand for that month (regardless of the time of use period it was registered in), or 80% of the highest maximum demand during the six-month period ending with the month for which the bill is rendered, whichever is higher but not less than 25 kilovolt-amperes (kVA).

### **ELECTRIC BILL COMPONENTS**

Your bill for the month will reflect the electricity rates approved by the Office of Utilities Regulation (OUR). Bills are mailed to customers several days after the meter is read. Bills may also be emailed to customers who provide email addresses as a part of their contact information. There are three major components that make up the energy and demand charges of the electricity bill as follows:

- a) Generation
- b) Transmission, and
- c) Distribution.

Standby Schedule – This rate is applicable for standby service to customer with a minimum demand of 25 kilovolt-amperes (kVA), who own and operate power production equipment or other sources of power to meet their own power requirements and in addition contract to take supply from the Company at one location through one meter at a single point of delivery, on a firm or non-firm basis. Service will be provided upon execution of the appropriate Contract for Standby Services. Service in excess of the firm contracted reserve capacity may be provided at the sole discretion of the Company, based on the availability of the supply.

<b>Voltage Classification</b>	<b>Character of Service</b>	<b>Customer Charge</b>	<b>Demand Charge \$/kVA</b>	<b>Energy Charge \$/kWh</b>
Low Voltage (LV)	50 Hz, 3 phase	\$4,800	\$1,269.37	\$3.50
Medium Voltage (MV)	50 Hz, 3 phase	\$4,800	\$1,142.44	\$3.32

## TIME OF USE RATES

The Time-of-Use facility was established to encourage large customers to move some of their operations to the off-peak or partial peak period to improve their load factor and realize savings, as well as reduce the demand for on-peak energy. Hence, rates for the off-peak and partial-peak periods are therefore lower.

The time-of use periods are as follows:

<b>On-Peak</b>	Monday - Friday	6:00 p.m. to 10:00 p.m.
<b>Partial-Peak</b>	Monday-Friday	6:00 a.m. to 6:00 p.m. And weekends and public holidays 6:00 p.m. to 10:00 p.m.
<b>Off-Peak</b>	Monday – Friday	10:00 p.m. to 6:00 a.m., And on weekends and public holidays all hours except 6 p.m. to 10 p.m., which are partial-peak hours

## TRANSFORMER OWNERSHIP

### **SINGLE PHASE TRANSFORMER PADS:**

The prefabricated Single Phase Transformer Pad is constructed of reinforced concrete having the following dimensions:

#### **Overall**

Thickness	-	15 cm/6 inches
Width	-	127 cm/50 inches
Length	-	127 cm/50 inches

#### **Slot**

Width	-	58 cm/23 inches
Length	-	23 cm/9 inches

The Pad has 2.5 cm (1 inch) chamfer along its top edges as well as a similar chamfer along the bottom edges of the Slot.

### **TRANSFORMERS – SINGLE PHASE, PAD-MOUNTED:**

- a) 10 kVA (13800:120/240)
- b) 25 kVA (13800:120/240)
- c) 50 kVA (13800:120/240)
- d) 100 kVA (13800:120/240)
- e) 167 kVA (13800:120/240)

- f) 10 kVA (13800 x 6900:120/240)
- g) 25 kVA (13800 x 6900:120/240)
- h) 50 kVA (13800 x 6900:120/240)
- i) 100 kVA (13800 x 6900:120/240)
- j) 167 kVA (13800 x 6900:120/240)

“(a)” to “(e)” are suitable for use on 13.8/23.9kV Wye (Star) multi-grounded systems.

“(f)” to “(j)” are suitable for use on the above systems as well as 6.9/11.95kV Wye (Star) multi-grounded systems.

All of the above transformers are of the Dead-front, Loop-feed type. They are also specifically designed with bushings positioned for Straight-up feed using EPDM encased separable connectors.

The transformers are fully enclosed and require no fences. Transformers may be connected Open-Wye (Star) Open Delta for Three Phase operation.

### **TRANSFORMER – THREE PHASE, PAD-MOUNTED, SUBSTATION TYPE:**

- (a) 500 kVA (24000:120/240 x 240/415)
- (b) 1000 kVA (24000:120/240 x 240/415)
- (c) 1500 kVA (24000:120/240 x 240/415)
- (d) 2000 kVA (24000:120/240 x 240/415)
- (e) 2500 kVA (24000:120/240 x 240/415)
- (f) 3000 kVA (24000:120/240 x 240/415)
- (g) 5000 kVA (24000:120/240 x 240/415)

- (h) 500 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (i) 1000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (j) 1500 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (k) 2000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (l) 2500 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (m) 3000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (n) 5000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)

“(a)” to “(g)” are suitable for use on 13.8/23.9kV Wye (Star) multi-grounded systems.

“(h)” to “(n)” are suitable for use on the 13.8/24kV systems as well as 13.8kV Delta, 6.9/11.95kV Wye (Star) multi-grounded systems and 6.9kV Delta systems.

All of the above transformers are of the Padmounted substation type. These require enclosure by fences (typically chain-link type). JPS will access either type of enclosure only once JPS has taken over the installation.

They are of the H.V, cable-entry type that in turn will require ducting (typically 150 mm/6-inch PVC conduit with 3 x #1 AWG Aluminum XLP Single Core cables) from the JPS point of supply to the Primary junction box of the transformer. The ducting is also required for the cables that will be terminated on the Secondary side of the transformer.

**TRANSFORMERS – THREE PHASE, PAD-MOUNTED, DEAD-FRONT TYPE:**

- (a) 500 kVA (24000:120/240 x 240/415)
- (b) 1000 kVA (24000:120/240 x 240/415)
- (c) 1500 kVA (24000:120/240 x 240/415)
- (d) 2000 kVA (24000:120/240 x 240/415)

- (e) 2500 kVA (24000:120/240 x 240/415)
- (f) 3000 kVA (24000:120/240 x 240/415)
- (g) 5000 kVA (24000:120/240 x 240/415)
- (h) 500 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (i) 1000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (j) 1500 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (k) 2000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (l) 2500 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (m) 3000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)
- (n) 5000 kVA (24000 x 11950 x 13800 x 6900 : 120/240 x 240/415)

“(a)” to “(g)” are suitable for use on 13.8/23.9kV Wye (Star) multi-grounded systems.

“(h)” to “(n)” are suitable for use on the above systems as well as 13.8kV Delta, 6.9/11.95kV Wye (Star) multi-grounded systems and 6.9kV Delta systems.

All of the above transformers are the Pad mounted self-contained type. These do not require additional enclosures or fences and are designed for outdoor applications where aesthetics are of concern.

They are designed for H.V. cable-entry from underneath which in turn will necessitate ducting (typically 150 mm/6-inch PVC conduit with 3 x #1 AWG Aluminum XLP Single Core cable) from the JPS point of supply to the Primary Junction Box of the Transformer. Ducting (typically 4-inch PVC conduit with triplexed #2/0 AWG or #4/0 AWG Aluminium XLP covered cables) is also required for Secondary cables which will be terminated on the Secondary side of the transformer.

The transformers are mounted on a reinforced concrete pad consisting of a slot with appropriate dimensions.

### **SWITCHGEAR – THREE PHASE, PAD-MOUNTED, DEAD-FRONT TYPE:**

- (a) One input - One Output
- (b) Two Inputs - One Output
- (c) Two Inputs - Two Outputs
- (d) One Input - Three Outputs

All of the above switchgears are of the dead-front, pad-mounted self-contained type. These do not require additional enclosures or fences and are designed for outdoor applications.

They are designed for H.V. cable-entry from underneath which in turn requires construction of a manhole/plinth over which, the unit is to be mounted.

Each set of connectors (input or output) is housed in a separate compartment of the switchgear. The input bushings (three for each input) are of the 25 kV, 600A type and which typically require bushing extenders, Reducing Well plugs and load-break bushing well inserts as accessories. Alternately, inputs may be terminated using 25kV, 600A T-body cable terminators.

The output connections are made via load-break bushing well inserts. All outputs are fused using power fuses.

All cables to the switchgear are terminated using 25kV 200A elbow terminators or 25kV, 600A T-body terminators.

“(a)” is used to provide switching facilities and fusing for a single transformer.

This is required on a single transformer circuit, when the transformer is customer-owned or to supply a single transformer at the end of an underground network.

“(b)” is normally used to create a branch on an underground circuit in order to supply a transformer (via output). “(b)” may also be used to provide a dual source to the above-mentioned transformer (connecting each input to a separate source).

“(c)” is typically used to create two (2) branches on an underground circuit in order to supply two (2) transformers (via the outputs). “(c)” may also be used to provide a dual source to the above-mentioned transformers (connecting each input to a separate source).

“(d)” is used to provide fusing and isolating switching facilities for three (3) transformers at the end of an underground circuit.

### **SECTIONALIZING TERMINALS – PAD MOUNTED, DEAD-FRONT TYPE:**

- (a) Three Junction - Single Phase, 25kV
- (b) Three Junction - Three Phase, 25kV

All of the above Sectionalizing Terminals are of the pad mounted self-contained type. These do not require additional enclosures or fences and are designed for outdoor applications.

They are designed for H.V. cable-entry from underneath.

All connections are made via load-break junctions utilizing 25kV, 200A Elbow Terminators to terminate cables.

Sectionalizing terminals may be used when underground cables must be sectionalized or where connections must be made to an existing circuit.

## UNDERGROUND H.V. CABLES

- a) #1 AWG, Aluminium, Single Core, 25kV Class, XLP URD cable
- b) #1/0 AWG, Aluminium, Single Core, 25kV Class, XLP cable
- c) #4/0 AWG, Aluminium, Single Core, 25kV Class, XLP cable
- d) 600 kcmil Copper, Single Core, 25kV Class, XLP cable

“(a)” is the size cable used for most residential developments as far as Single Phase circuits are concerned. This type of cable differs from “(b)” in that the concentric neutral is a full neutral (i.e. same conducting area as the Phase conductors), whereas ( b)” has a “1/3” Neutral.

“(b)” is typically used to supply most Three Phase requirements, i.e. Pad mounted transformers up to 5 MVA and Three Phase underground feeders.

“(c)” is used where the Three Phase loading requirements warrant the use of a larger cable, typically for supplying commercial and industrial developments.

“(d)” is used where a JPS Trunk Feeder passes through the development.

All cables above are 25kV Class, Single Core, XLP cables, with compact round conductors and copper concentric neutrals and a PVC jacket.

## UNDERGROUND L.V. (600V CLASS) CABLE:

- (a) #4 AWG Triplex
- (b) #2 AWG Triplex
- ( c) #2/0 AWG Triplex

- (d) #4/0 AWG Triplex
- (e) #2/0 AWG Triplex (Doubled)
- (f) #4/0 AWG Triplex (Doubled)
- (g) #2/0 AWG Quadruplex
- (h) #4/0 AWG Quadruplex
- (i) #2/0 AWG Quadruplex (Doubled)
- (j) #4/0 AWG Quadruplex (Doubled)

All cables in the Table are 1350-H19 Aluminium with XLP covering, (ASTM B-230 & B-231), 600V rating for underground Secondary use.

The cables are used for both Secondary circuits and Service connections. They are selected according to the Loading and Voltage Drop requirements.

### **CONDUCTORS:**

All Secondary Conductors should meet the following standards:

- a) 77.47 kcmil (#2 AWG ACSR Eq.) AAAC (Code Name "Ames")
- b) 155.4 kcmil (2/0 AWG ACSR Eq.) AAAC (Code Name "Anaheim")
- c) 394.5 kcmil AAAC (Code Name "Canton").

Secondary conductors for typical development are:

"(b)" for Phase conductors and "(a)" for neutral conductors.

"(a)" is used for Primary Phase conductors and neutrals (Wye – Star – systems only) in the typical development.

“(b)” and “(c)” are typically used for higher loads as required.

### **TRANSFORMERS – POLE-MOUNTED:**

- a) 10 kVA (13800:120/240), Single Phase
- b) 25 kVA (13800:120/240), Single Phase
- c) 50 kVA (13800:120/240), Single Phase
- d) 100 kVA (13800:120/240), Single Phase
- e) 167 kVA (13800:120/240), Single Phase
- f) 10 kVA (13800 x 6900:120/240), Single Phase (Dual Voltage)
- g) 25 kVA (13800 x 6900:120/240), Single Phase Dual Voltage)
- h) 50 kVA (13800 x 6900:120/240), Single Phase Dual Voltage)
- i) 100 kVA (13800 x 6900:120/240), Single Phase Dual Voltage)
- j) 167 kVA (13800 x 6900:120/240), Single Phase Dual Voltage)

“(a)” to “(e)” are suitable for use on 13.8kV Delta and 13.8/23.9kV Wye (Star) multi-grounded systems.

“(f)” to “(j)” are suitable for use on 6.9/12kV Wye (Star) and 13.8/24 kV Systems

Transformers may be connected for Open Wye (Star) – Open Delta, Three Phase operation.

## STREET LIGHTING

### STREET (ROADWAY) LIGHTING

Cost of street light installation shall be borne by the Developer

For lighting systems which are planned for publicly owned roads, the Developer should be aware that JPS will take over (own and maintain) the system only under the following conditions:

- a) The system is designed and constructed to consist of materials and to JPS' Standard and the quality of workmanship and grade of construction are acceptable to JPS.
- b) The Ministry of Local Government has approved the street light request from relevant Parish Council and instructs JPS accordingly.
- c) The system has been approved by the Government Electrical Inspectorate.
- d) Typically, developments that will contain publicly owned roads will have the lighting provided by JPS at some date after the completion of the development. JPS will do this on request from the Ministry of Local Government. The applicable Parish Council shall be contacted concerning these arrangements.
- e) This type of installation will be completed on existing JPS poles in the case of overhead supplies or on new Street Lighting Standards in the case of underground supplies.

## **STREET LIGHTING FIXTURES**

- a) 100 Watt HPS (High Pressure Sodium) complete with 100W lamp and photoelectric control.
- b) 150 Watt HPS (High Pressure Sodium) complete with 150W lamp and photoelectric control.
- c) 250 Watt HPS (High Pressure Sodium) complete with 250W lamp and photoelectric control.
- d) 400 Watt HPS (High Pressure Sodium) complete with 400W lamp and photoelectric control.
- e) 0.6 m/2ft. Bracket
- f) 1.2 m/4ft. Bracket
- g) 1.8 m/6ft. Bracket

All luminaries are of the enclosed type with separate access to Ballast and Optical Assemblies. Positioning of the lamp socket controls all light distribution.

All brackets are of the “upsweep” type, fabricated from 50 mm/2 inch diameter, tubular 6061-T6 Aluminum Alloy.

“(a)” is typically used with “(e)”.

“(b)” is typically used with “(e)” or “(f)”.

“(c)” and “(d)” are typically used with “(g)”.

## **STREET-LIGHTING STANDARDS**

- a) 12.5 m/41 ft. (Single Arm)
- b) 12.5 m/41 ft. (Double Arm)
- c) 9.5 m/31 ft. (Single Arm)
- d) 9.5 m/31 ft. (Double Arm)

e) 12 m /40ft (single or double)

“(a)” to “(d)” are fabricated from 6061-T6 Tubular Aluminium Alloy and “(e)” is constructed using concrete.

“(a)” is used to provide a mounting height of 10.7 m/35 ft.

“(b)” is used to provide a mounting height of 7.6 m/25 ft.

## JOINT USE

### CLEARANCES

Where JPS will construct the lines for the development, the design shall incorporate adequate clearances for joint use of pole-lines by the telephone utility, providing that there is a clear intention by that utility to utilize the pole lines for that purpose. The design shall provide a minimum clearance of 1.07 m/3.5 ft. between any telephone cable and the lowest energized bare conductor (this does not include ground leads). In addition, any such design shall allow for a minimum attachment height for the telephone cable of 5.5 m/18 ft. on any roadway in the development.

### UNDERGROUND LINES

Lines that are to be placed underground, may have common trenching with other utilities, providing that JPS' cables are placed below those of the telephone utility, CATV (Cable TV), street lighting, private low voltage circuits and data communication lines. Other types of circuits require separate trenches.

- a) All lines in the common trench shall be installed separate in ducts.
- b) The developer shall not assume joint use of manholes, except with the expressed and written permission of JPS.
- c) The developer shall not install or permit or arrange for any other attachments (such as CATV cable), private streetlights, potheads, meter sockets, etc.) without the expressed and written permission to JPS. Any discussions regarding permission for attachments to JPS structures should be had with the JPS Engineering Department or the JPS District Office.

## STANDBY POWER

### SAFETY SWITCH

Where standby power is to be installed at various locations within the development, the developer shall ensure that a safety switch of suitable rating is installed between the incoming JPS supply, the standby generator bus and the future JPS customer load at each installation.

Developers should note that such facilities are generally installed to meet individual user requirements (one generator per user) or for providing standby power to common areas in Residential Housing Developments, Industrial and Commercial complexes.

Where developers plan to install switching facilities to permit individual users to avail themselves of the common area standby generating service, the developer shall not install meters for the purpose of determining electricity consumption and subsequent billing of “customers” for the standby electricity consumption.

## OUR SERVICE GUARANTEES

As at June 1, 2009

Code	Description	Performance Measure
<b>EGS 1(a)</b>	Connection to Supply - New Installations	New service Installations within 5 working days.
<b>EGS 1(b)</b>	Connection to Supply - Simple Connections	Connections within 4 working days where supply and meter already on premises
<b>EGS 2(a)</b>	Complex Connection to supply	Between 30 and 100m of existing distribution line (i) estimate within 10 working days (ii) connection within 30 working days after payment
<b>EGS 2(b)</b>	Complex Connection to supply	Between 101m and 250m of existing distribution line (i) estimate within 15 working days (ii) connection within 40 working days after payment
<b>EGS 3</b>	Response to Emergency	Response to Emergency calls within 5 hours – emergencies defined as broken wires, broken poles, fires
<b>EGS 4</b>	Issue of First bill	Produce and dispatch first bill within 40 working days after service connection
<b>EGS 5(a)</b>	Acknowledgements	Acknowledge written queries within 5 working days
<b>EGS 5(b)</b>	Investigations	Complete investigation within 30 working days
<b>EGS 5(c)</b>	Investigations involving 3rd party	Complete investigation within 60 working days if 3rd party involved
<b>EGS 6</b>	Reconnection after Payments of Overdue amounts	Reconnection within 24 hours Attracts automatic compensation
<b>EGS 7</b>	Frequency of Meter reading	Should NOT be more than two (2) consecutive estimated bills (where company has access to meter).
<b>EGS 8</b>	Method of estimating consumption	An estimated bill should be based on the average of the last three (3) actual readings

Code	Description	Performance Measure
EGS 9	Timeliness of Meter Replacement	Maximum of 20 working days to replace meter after detection of fault which is not due to tampering by the customer Attracts automatic compensation
EGS 10	Timeliness of adjustment to customer's account	Where necessary, customer must be billed for adjustment within three (3) months of identification of error, or subsequent to replacement of faulty meter
EGS11	Wrongful Disconnection	Where the company disconnects a supply that has no overdue amount or is currently under investigation by the OUR or the company and only the disputed amount is in arrears. Attracts automatic compensation
EGS12	Reconnection after Wrongful disconnection	The company must restore a supply it wrongfully disconnects within 5 hours. Attracts automatic compensation
EGS13	Meter change	JPS must ensure that a note is left at the premises and or utilize its text messaging service indicating the meter change including date of the change and meter readings at the time of change, reason for change and serial number of new meter
EGS14	Making compensatory payments	Accounts should be credited within 45 days of verification of breach

### **Wrongful Disconnection**

The standard is defined as follows:

*· The company commits a breach where it disconnects a customer's supply that has no overdue amount reflected on the associated account. This standard will also apply to accounts that are under investigation by the OUR or the company itself and on which the company is requested or has undertaken to place a hold on the disputed sum but disconnects the account prior to the OUR's or its own ruling on the matter and there were no outstanding sums owed beyond the disputed sum.*

### **Reconnection after Wrongful Disconnection**

The standard is defined as follows:

· A breach occurs where the company, after erroneously disconnecting a supply, fails to reconnect same within FIVE (5) hours of being notified or having itself detected the error.

### **Changing Meters**

The standard is defined as follows:

· The company must provide customers with details of the date of change, reason for change, meter readings on the day and serial number of the new meter on the day of the meter being changed. This communication may be done via text message.

### **Compensation**

Compensation for breaches of the Guaranteed Standards shall be as follows:

#### **General Compensation**

1. For residential customers, a breach of a standard will result in compensation equal to the reconnection fee.
2. For commercial customers, the compensation will remain four times the service charge.
3. Breaches will attract multiple payments up to four (4) periods.

### **Compensation for Breach of Guaranteed Standards**

<b>Customer Class</b>	<b>Compensation</b>
<b>Domestic</b> Rate 10 – Residential Service	\$1,500
<b>General</b> Service Rate 20 – General service	\$2,200
<b>Power Service</b> Rate 40 (all LV) – Power Service Rate 40A – Power Service Rate 50 (all MV)– Large Power	\$16,000

## **SPECIAL COMPENSATION**

### **Wrongful Disconnection**

*1. Compensation for wrongful disconnection will be TWO (2) times the reconnection fee for residential customers and FIVE (5) times the service charge for Commercial customers.*

*2. Reconnection after wrongful disconnection standard when breached will attract compensation of TWO (2) times the reconnection fee for residential customers and FIVE (5) times the service charge for commercial customers.*

### **Automatic compensation**

*The company will be required to automatically apply the necessary compensation to accounts for the following breaches:*

- Wrongful Disconnection*
- Reconnection after Wrongful Disconnection*
- Reconnection after Payment of Overdue Amounts*
- Meter Replacement*

Automatic Compensation will be applicable where there is a breach which is brought to the attention of the company, as well as those breaches, which the company itself recognizes. Automatic compensation becomes effective January 4, 2010. Customers will be required to submit claims prior to the effective date.

#### **· Meter Replacement**

Automatic Compensation will be applicable where there is a breach which is brought to the attention of the company, as well as those breaches, which the company itself recognizes. Automatic compensation becomes effective January 4, 2010. Customers will be required to submit claims prior to the effective date.

JPS reserves the right not to make a payment where it has reasonable grounds to believe that the claim is fraudulent or did not arise from a genuine complaint or query by the customer. In such a case, the matter shall be referred to the OUR to be determined.

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

### **What is the Claim Process?**

If you feel we have breached a standard, you may claim for compensation by completing a claim form available at your nearest JPS office. You have up to 30 days after the occurrence of the breach to submit a claim to JPS.

## JPS OFFICES

### CUSTOMER CARE OFFICES, CUSTOMER CARE CENTRE

REGION/TOWN	ADDRESS	PHONE
KINGSTON AND ST. ANDREW SOUTH	7-9 East Parade, Kingston	Tel: 967-7080-4
BLACK RIVER	5 Central Road	Tel: 965-2218 Or 965-2272/2874
SPANISH TOWN	17 Burke Road	Tel: 984-3047-8 Or 984-2212
PORTMORE	Shop 1B Portmore Mall	Tel: 988-8000-3
SAV-LA-MAR	14 Great George Street	Tel: 955-2653 955-4141 Or 955-4139
PORT ANTONIO	Boundbrook	Tel: 993-2619 Or 993-2848
LUCEA	Shop 2A Uptown	Tel: 956-2326 Or 956-2423
PORT MARIA	94 Stennett Street	Tel: 994-2328 Or 994-2162
MANDEVILLE	3 Villa Road Mandeville	Tel: 962-8670-1
ST. ANN'S BAY	8 Royes Street	Tel: 972-0345-8
MAY PEN	188 Manchester Avenue	Tel: 986-2391 Or 986-2230
FALMOUTH	13 Wellington Street	Tel: 954-3273 Or 954-4332
MONTEGO BAY	Baywest Shopping Center	Tel: 952-4455-6 Or 952-3182 Or 952-5450-1
KINGSTON AND ST. ANDREW NORTH	23 Ruthven Road Kingston 10	Tel: 929-2330-7
MORANT BAY	9-11 Church Street	Tel: 982-2307 Or 982-9424
CUSTOMER CARE CENTRE	-	Tel: 1-888-225-5577

## **FOR TELEPHONE QUERIES**

For questions regarding new developments please call JPS' Economic Development Manager at 876-935-3144 between the hours of 8:00am or 5:00pm or our Customer Care Centre 1-888-225-5577 (1-888-CALLJPS) anytime. You may also visit any of our Customer Care Offices nearest you.

The JPS Head Office is located at 6 Knutsford Boulevard, Kingston 5, Jamaica, West Indies. The Marketing & Energy Services Manager is located at the Head Office, and may be contacted directly at (876)935-3508.

You may access our website contact page at [www.jpsco.com](http://www.jpsco.com) anytime or send us an email at [keyacctmgmt@jpsco.com](mailto:keyacctmgmt@jpsco.com). Our general office hours are 8:00 am to 5:00 pm Monday to Thursday and 8:00 am to 4:30 p.m. on Fridays.