

## **Customer with Special Needs & Life Support Status Application Procedures**

1. Customers are required to:
  - i. Obtain the “**Customer with Special Needs Registration and Certification form**” from:
    - JPS website at [www.jpSCO.com](http://www.jpSCO.com)
    - Any JPS Parish Office island wide
    - National Council for Senior Citizens
    - Jamaica Council for Persons with Disabilities
  - ii. Complete Sections A, C and D on the form
  - iii. Visit a JPS appointed Medical Doctor if seeking Life Support Status. The doctor will complete Section B of the form. \*JPS does not charge a fee. The doctor charges a consultation fee which is paid by the customer.
  - iv. Submit the form either via:
    - a. **Mail or Hand Delivery\*** to the Customer Care Centre or nearest Parish Office as follows:
      - A. “Customer with Special Needs”  
c/o JPS Customer Care Centre  
6 Knutsford Boulevard  
Kingston 5
      - B. “Customers with Special Needs  
(insert JPS Parish office address – see listing attached)
    - b. **Fax** to the Customer Care Centre as follows:
      - A. “Customer with Special Needs”  
c/o JPS Customer Care Centre
    - c. **Email** to the Customer Care Centre to [calljps@jpSCO.com](mailto:calljps@jpSCO.com) with the subject line stating “Customer with Special Needs”

\*Customers who are applying for Life Support Status MUST mail/deliver their form to the Customer Care Centre or Nearest Parish Office

2. The customer's application is processed so that he/she can start receiving (based on request submitted on form) services as those listed below:
    - i. E-billing services where a copy of the bill is emailed
    - ii. Collection of bill from nearest parish office instead of receiving via the post
    - iii. Text message alerts prior to disconnection
  3. A letter is sent to the customer within ten (10) working days of receipt of application that indicates either:
    - Account has been updated to reflect Special Need Status/Person with Disability.
- OR
- Account has been updated to reflect Life Support Status.



Jamaica Public Service Company Limited

CHANGING LIVES WITH OUR ENERGY

## Customer Service Locations

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### **MAY PEN**

188 Manchester Avenue  
Tel: 986-2391  
986-2230

### **PORT ANTONIO**

Boundbrook  
Tel: 993-2619  
993-2848

### **KSA SOUTH**

7-9 East Parade  
Kingston  
Tel: 967-7080-4

### **FALMOUTH**

13 Wellington Street  
Tel: 954-3273  
954-4332

### **LUCEA**

Shop 2A Uptown  
Tel: 956-2326  
956-2423

### **BLACK RIVER**

5 Central Road  
Tel: 965-2218  
965-2272/2874

### **MONTEGO BAY**

Baywest Shopping Center  
Tel: 952-4455-6  
952-3182  
952-5450-1

### **PORT MARIA**

94 Stennett Street  
Tel: 994-2328  
994-2162

### **SPANISH TOWN**

17 Burke Road  
Tel: 984-3047-8  
984-2212

### **KSA NORTH**

23 Ruthven Road  
Kingston 10  
Tel: 929-2330-7

### **MANDEVILLE**

24 Hargeaves Drive  
Tel: 962-8670-1

### **SAV-LA-MAR**

14 Great George Street  
Tel: 955-2653  
955-4141  
955-4139

### **MORANT BAY**

9-11 Church Street  
Tel: 982-2307  
982-9424

### **ST. ANN'S BAY**

8 Royes Street  
Tel: 972-0345-8

**EMERGENCY & Customer Service Queries:**

**1-888-225-5577 or 1-888-CALL -JPS**

**Email: [calljps@jpsco.com](mailto:calljps@jpsco.com)**