



# FREQUENTLY ASKED QUESTIONS



@myjpsonline





## FREQUENTLY ASKED QUESTIONS



### **Q1:** Where is the new MyJPS Care Hub located?

#### **ANSWER:**

The Hub is located inside Fontana, Portmore, at Parkway Mall, Municipal Boulevard

### **Q2:** What are the opening hours for the Hub?

#### **ANSWER:**

The Hub operates Monday to Friday, from 10:00 AM to 7:00 PM.

### **Q3:** Why was this new Hub opened in Portmore?

#### **ANSWER:**

Many customers have voiced concerns after our commercial offices were closed, particularly regarding the inconvenience of travelling outside of their communities for face to face service. JPS has responded by opening this Hub to provide easier access.

### **Q4:** What types of queries can be handled at the Hub?

#### **ANSWER:**

Customers can get assistance with prepaid and postpaid account issues, billing queries, payment concerns, reconnection/disconnection, service requests, emergency reports, and more. No payments are facilitated at the hub.

### **Q5:** Can I top up or get help with my prepaid meter at this location?

#### **ANSWER:**

Yes. The Hub offers assistance with:

- Top-up issues
- Non-functioning Customer Interface Units (CIUs)
- Connectivity problems
- Prepaid voucher queries

### **Q6:** Can I get help with high or estimated bills?

#### **ANSWER:**

Absolutely. The team can assist with:

- High/Low bills
- Estimated bills
- Billing adjustments
- Late/Early payment fees

### **Q7:** Will I be able to set up a payment arrangement here?

#### **ANSWER:**

Yes. Agents can help with:

- Payment arrangements
- Extensions
- Reversals
- Refunds and other payment-related issues

No payments are facilitated at the hub.

The onsite Agent-Assisted station, Self-Serve Station and the MyJPS Mobile App facilitate debit or credit card payments.







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### **Q8:** Can I update my account information at the Hub?

#### **ANSWER:**

Yes. Account updates such as change of contact details or name can be made. You can also:

- Generate statements
- Get an electronic copy of your bill

### **Q9:** What should I bring if I want to report a power outage?

#### **ANSWER:**

Please have your account number ready when reporting outages to ensure quick and accurate service. Customers are also encouraged to log outages via the MyJPS Mobile App.

### **Q10:** Is this a self-serve or agent-assisted Hub?

#### **ANSWER:**

The Hub offers Agent-Assisted Services as well as a Self-Serve Station for your convenience.

### **Q11:** Can I request a new service connection here?

#### **ANSWER:**

Yes. The Hub handles:

- Start service (new applications)
- Stop service (terminations)
- Transfer and upgrade service requests

### **Q12:** Can I report electricity theft or streetlight issues?

#### **ANSWER:**

Yes. You can:

- Report electricity theft (agent-assisted)  
Your identity will not accompany your report
- Report non-functional streetlights
- Request bushing/line clearing

### **Q13:** How does the Hub handle emergencies or complex connections?

#### **ANSWER:**

Emergency reports and complex connection support are available. Agents are trained to guide you through the process or escalate urgent matters.

### **Q14:** Can I check my current bill balance at the Hub?

#### **ANSWER:**

Yes, bill balance inquiries can be handled at both the self-servestation and with the help of an agent. Customers are also encouraged to use the MyJPS Mobile App for this service.







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### **Q15:** Do I need an appointment to visit the Hub?

#### **ANSWER:**

No appointment is needed. Customers are assisted on a walk-in basis during opening hours.

### **Q16:** Is there parking available at the Fontana location?

#### **ANSWER:**

Yes, customers visiting the MyJPS Care Hub at Fontana Portmore will have access to parking provided by the Parkway Mall complex.

### **Q17:** Can I speak with someone about my disconnection notice at the Hub?

#### **ANSWER:**

Yes. You can receive support regarding disconnection notices, reconnection timelines, and outstanding bill concerns directly from an agent at the Hub.

### **Q18:** Is this Hub suitable for elderly or differently-abled customers?

#### **ANSWER:**

Yes. The location is designed to be accessible to all customers, including the elderly and persons with disabilities, with support from trained customer service agents.



### **Q19:** can I still use the MyJPS App if I visit the Hub?

#### **ANSWER:**

Yes. In fact, agents at the Hub can assist you with navigating the MyJPS App, including how to track your usage, pay bills, report outages, or access digital bills.

### **Q20:** Will more hubs like this be opened in the future?

#### **ANSWER:**

JPS is exploring the expansion of similar customer-centric hubs across other parishes, based on customer demand and service improvement goals.

Stay tuned for updates