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ISSUES PAPER

Regulatory Reporting Requirements

ELECTRICITY SECTOR

March 2012

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1 Preface

The Utilities Regulatory Authority (the Authority) is Vanuatu's independent economic regulator of electricity and water services throughout Vanuatu. The Government of Vanuatu established the Authority on 11 February 2008 under the *Utilities Regulatory Authority Act No. 11 of 2007* (the Act).

The Authority is responsible for the regulation of services in the electricity and water sectors. Our role differs in each regulated industry but generally involves regulating prices, service standards, and market conduct and consumer protection. We also investigate and advise the government on regulatory matters that affect Vanuatu's regulated utilities.

The Act states that our primary objective is to ensure the provision of safe, reliable and affordable regulated services, maximize access to regulated services throughout Vanuatu and to protect the long term interests of consumers.

A challenge for the Authority has been to overcome a number of substantial hurdles when implementing effective regulatory controls. The most notable of these relates to information asymmetry that exists between the regulator and the utilities. In several instances the recent price review has been restricted by the available information.

Regulatory needs are not always met by corporate financial accounting. The concession agreement defines certain accounting procedures such as depreciation; these are used for valuing the concession for transfer or at the end of its life.

The Authority, in consultation with stakeholders, aims to update and improve the regulatory reporting requirements allowing future reviews to be simpler and information more transparent.

In its tariff review, the Authority relied on the existing accounting standards of UNELCO as it was the best source of information available at the time of the review. For future reviews and in consultation with stakeholders the Authority will establish the appropriate guidelines and implement advanced regulatory accounting standards.

The guidelines will:

- ensure the correct allocation of revenue and costs between concessions, between regulated and non regulated business and between business segments;
- allow for valuation of the regulated asset base and depreciation on an economic basis;
- clearly define concessionaire and government owned assets;
- better inform tariff determinations and benchmarking;
- report on related party transactions and transfer pricing;
- better measure the financial condition of utilities;
- further improve the level of transparency in the regulatory processes and ensure information is consistent and comparable across years, concessions, and utilities;
- ensure that information is easily verifiable;
- develop proforma reports; and
- further support the objectives of the Authority's Act.

These guidelines will make the tariff setting process simpler and more transparent. Also, standardized reporting will make it possible to efficiently track and report on the performance of utility companies.

2 *How to respond to this paper*

All stakeholders including the government, utilities, electricity customers and members of the public, are invited to comment on the issues set out in this paper. Responses and information received will be considered in the formulation of a Framework Paper, setting out the Authority's approach and methodology to establish regulatory reporting requirements for the utilities.

Submissions are due on **30 April 2012** and can be emailed to ofernandez@ura.gov.vu or mailed to:

Regulatory Reporting Requirement - Issues Paper
Utilities Regulatory Authority
PMB 9093
Port Vila, VANUATU

Submissions may also be made in person at the office of the Utilities Regulatory Authority located on the ground floor of the VNPF Building, Port Vila, Vanuatu.

Submissions will be made available on the Authority's website in accordance with the Authority's submission policy.

Any material that is confidential should be clearly marked as such.

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3 Introduction

3.1 Background

The *Utilities Regulatory Authority Act No. 11 of 2007* (the Act) establishes the Utilities Regulatory Authority (the Authority) of Vanuatu. The Authority is a corporate body with perpetual succession, acting independently from the Government of Vanuatu. The Authority's Commission consists of three Commissioners, a Chairperson and two part-time Commissioners of which one is the Chief Executive Officer of the Authority.

The Act empowers the Authority to regulate certain utilities, in particular, the provision of electricity and water services in Vanuatu.

The Authority's core functions with respect to electricity utilities include:

- Monitoring and enforcing existing concession contracts, which include checking monthly price adjustments made by the utilities, monitoring service standards and technical performance, reviewing yearly financial reports and auditing operating report processes;
- Renegotiating and setting tariffs in consultation with stakeholders in accordance with the relevant concession contracts and legislative instruments;
- Managing consumer complaints by assisting consumers resolve grievances and/or complaints with the utilities;
- Advising the Government of Vanuatu on utility-related matters as requested; and
- Communicating with the Government of Vanuatu, utilities, customers and the general public to provide information or updates about matters relating to utilities.

For the provision of utility services, the Vanuatu Government has awarded electricity concessions to UNELCO on the Islands of Efate, Tanna and Malekula and a water concession in Port Vila.

On the Island of Santo, Vanuatu Utilities and Infrastructure Ltd (VUI) was awarded the contract to operate and maintain the Luganville electricity network in November 2010 and has been providing electricity services in Luganville under a Memorandum of Understanding, and a draft concession deed.

The concession contracts and agreements set out certain rules and specifications regarding service coverage, the quality of service to be provided, tariff setting requirements, as well as the need for substantial information to be provided to the Government of Vanuatu and the Authority, which monitors the utilities' performance.

The Act empowers the Authority to exercise the functions and powers of the Government of Vanuatu relating to the existing concessions and contracts for electricity services.

3.2 Purpose of this paper

The purpose of this paper is to seek stakeholder comments on issues identified and raised by the Authority in relation to informational requirements and regulatory reporting by electricity utilities in Vanuatu.

The paper seeks comments on the following key issues in particular:

- the general principles for regulatory reporting outlined in this paper by the Authority;
- the application of the rules and definitions of regulatory reporting; and
- the nature and the form of information to be provided to the Authority for the purpose of regulatory reporting.

The Authority has set out its assumptions and specific issues on which stakeholders are invited to comment. However, stakeholders should make any comments that they wish on issues that may not be covered in this paper.

3.3 Structure of this paper

This paper sets out the Authority's assumptions and specific issues relating to implementing effective regulatory controls. It focuses specifically on the information asymmetry that exists between the regulator and the utilities.

Chapter 4: *"Legislative and contractual framework"* describes the existing legislative and contractual requirements and obligations to provide certain information for the utility businesses.

Chapter 5: *"Informational requirements"* explains the need for good information about the operations of the regulated utilities and the general principles for regulatory reporting. It sets out the common practices and general principles related to regulatory reporting.

Chapter 6: *"General principles of regulatory reporting"* outlines the regulatory accounting principles that support the collection and use of information that reflects with precision the reality of the utility.

Chapter 7: *"Next steps"* provides an indicative timeline for completing the Regulatory Reporting Requirements Guideline and the review process.

4 *Legislative and contractual framework*

4.1 *Legislative framework*

The Authority is empowered under the Act to administer and ensure compliance with the concession contracts under s20, which includes tariff setting.

In addition, the Authority may determine the maximum price that may be charged in relation to regulated services under s 18 and performs a range of functions set out under s12.

Further, the Authority is empowered to do all things that are necessary or convenient to be done for or in connection with the performance of its functions under s13 (1).

The Authority considers that the implementation of the Regulatory Reporting Requirement Guidelines will make the tariff setting process simpler and more transparent, thus assisting in achieving the Act's objectives.

The Authority considers that standardized reporting will make it possible to efficiently track and report on the performance of utility companies.

4.2 *Contractual framework*

The concession contracts vary in form and substance as to the level of information the utilities are obligated to provide the Vanuatu Government and the Authority.

The following describes the reporting requirements set out within the existing concession contracts and agreements.

4.2.1 *Electricity concession contracts - GDF Suez UNELCO*

In relation to the "Convention Relating to the Concession for the Generation and Public Supply of Electric Power in Port Vila" (1986), UNELCO is required to provide the Authority with a separate set of certified accounts for each of its operations in Vanuatu over the years elapsed since the last tariff revision.

Section 17 articles 74 and 75 set a list of documents to be provided to the Authority. The contract also sets out the required time frame in which UNELCO is to provide the information.

Article 74 of the Port Vila electricity concession states that:

"Every time a revision must be carried out, under the provisions of section 5, and upon expiry of the Concession, the CONCESSIONAIRE shall provide the department of the Ministry in charge of Energy with the certified accounts for each of the years which have elapsed since the last revision and at least for the past five years. Separate certified sets of accounts shall be drawn up for each of the Concessionaire's operations in VANUATU. They shall include:

- *A trading accounts,*
- *An analytical operating account for electricity generation and distribution,*
- *An analytical operation account for extension and connection works,*

- A company fixed assets statements,
- A company balance sheet,
- A statement of source and application of funds”

Article 75 of the Port Vila electricity concession states that:

“The accounts shall indicate revenue, expenditure and the balance with such details as the services of the above-mentioned Ministry shall request. A model of a balance sheet is attached in appendix 1. Such statements shall be provided within three months following the GRANTOR or CONCESSIONNAIRE’s request for revision.”

Similarly the “Concession Contract for the Generation and Public Supply of Electric Power in Tanna Island” (2000) and the “Concession Contract for the Generation and Public Supply of Electric Power in Malekula Island” (2000) set the mandatory documents to be provided by the concessionaire for tariff review purposes, in Articles 159 and 160 respectively.

Article 159 of the Tanna electricity concession and Article 160 of the Malekula electricity concession state that:

“Every time a tariff revision must be carried out, under the provisions of Section 31.07 or Section 31.08, the Concessionaire shall provide upon request from the Grantor, in addition to the certified annual accounts (balance sheet and profit and loss statements which must be supplied at the end of each financial year), all technical and financial information either past or provisional which could be useful in justifying a request to review tariffs.

Such information may be requested for the previous 5 years or, at the most, for each of the years passed since the last revision and shall be supplied within three months of the request for revision by the Grantor or Concessionaire.”

The appendix sets out the requirements for the balance sheet as specified within the Port Vila concession.

4.2.2 Luganville electricity concession (draft) - Pernix VII

In relation to the concession deed for the generation, transmission, distribution and supply of electric energy in Luganville, VUI is required to furnish technical and financial information to the Authority in the form of an annual business plan.

Clause 17.2 of the concession deed states, among other things, that:

“No later than 30 days before the end of each Year, the Concessionaire must submit to the URA for approval, in accordance with clause 17.7 a draft annual business plan that sets out, in the form provided at Schedule 5, details of the Concessionaire’s plans and budgets for the following Year of, as a minimum, the following areas:

- (a) investment;*
- (b) financing (including expected sources of finance);*
- (c) operation and maintenance; and*
- (d) staffing.”*

Clause 17.9 'Audited accounts' states that:

"(a) the Concessionaire undertakes to comply with the International Financial Reporting Standards and other pronouncements by the International Accounting Standards Board in the preparation of its accounts;

(b) within 6 months of the end of each of its financial years during the term of this deed, the Concessionaire must provide the URA its annual audited accounts (Annual Accounts), covering all activities governed by this deed; and

(c) these Annual Accounts must clearly separate those operations within the concession area and those outside the concession area."

Further, clause 17.10 'Maintenance of records' states that:

"(a) the Concessionaire must:

(i) until 12 months after the expiry or termination of the Concession keep proper books of account and all other records it has relating to the operation of the Concession at its offices in Vanuatu;

(ii) have its accounts audited annually in accordance with clauses 13.2(a) and 17.9; and

(iii) ensure that the books of account and records referred to in clause 17.10(a)(i) are available to the URA at any time during Business Hours (subject to receiving 2 Business Days notice from the URA (as applicable)).

(b) without limiting its obligations under clause 23, if the deed is terminated, the Concessionaire must immediately give the Grantor and the URA access to and copies of all the books of account and records referred to in clause 17.10(a)(i) which are necessary for the continued operation of the Concession or any successor concession arrangement."

Schedule 5 of the concession deed sets out the requirements for the annual business plan, financial plan, operation and maintenance plan, environmental statement and staffing plan:

"Annual Business Plan

1.1 Content of Annual Business Plan

The Annual Business Plan must set out details of the Concessionaire's plans and budgets in respect of the following areas:

(a) New Connection Commitments or Annual Connection Commitments (as applicable);

(b) financials;

(a) capital expenditure;

(b) operation and maintenance; and

(c) staffing.

1.2 Financial plan

The draft financing plan must set out details of the Concessionaire's:

- (a) plans and budgets for the following relevant Year, including cash flow statement, profit and loss account, balance sheet; and*
- (b) sources of loans and equity.*

1.3 Operation and Maintenance Plan

The Concessionaire must include details of the operation and maintenance procedures that will be followed, to include but not be limited to the following:

- (a) [to be inserted];*
- (b) [to be inserted].*

1.4 Environmental Statement

The Concessionaire must provide a statement in respect of compliance with Environmental, Health and Safety and Security procedures and provisions.

1.5 Staffing Plan

The concessionaire must provide updated details of its personnel, including use of expatriate staff."

5 *Informational requirements for effective regulation*

Effective regulation requires good information about the operations of the regulated utility. Information about costs, revenues, prices, investments, financial data and realized demand needs to be collected from the utility periodically.

The following shows a list of information and documents that an operator should provide the Authority annually:

Regulatory accounting:

- Income statement
- Balance sheet
- Cash flow statement

Additional documents include, but are not limited to:

- Report of accounting procedures used to prepare the financial statements, with a detailed breakdown of the cost drivers;
- Report of detailed transactions with related parties;
- Report containing a detailed explanation of current results and any deviation from the budgetary figures;
- Report of the use of assets and investment plans;
- Sources of financing of current and future investments;
- Operational statistics;
- Information about the methodology used to set unregulated prices of monopolistically supplied activities;
- Auditor's report;
- Declaration of director's responsibility; and
- Finally, any other information that the concessionaire considers valuable for a better understanding of the information supplied.

Although the benefits of standardized regulatory reporting is internationally recognized by governments and regulatory bodies as it contributes towards enhancing the perception and understanding of utility services, rules and requirements applying to regulated utilities in Vanuatu are set separately for each concession, embedded in the respective deeds. None of the deeds clearly state what "regulatory information" is mandatory, its form and the level of detail required as well as the frequency at which utilities must provide it.

The key points discussed in this chapter are sorted according to their nature, whether they affect the way information is reported or the quality and the information itself. Issues raised are aimed at achieving better reporting efficiency adhering to the reporting principle of accuracy, consistency and transparency.

Stakeholders are invited to comment on the Authority's proposed approach to standardized regulatory reporting and information requirements set out in this paper.

6 *General principles for regulatory reporting*

Complementing the information requirement issues above, effective regulation requires good data, properly standardized, to enhance regulatory analysis. Both are problem issues experienced by the government, the Authority and utilities in Vanuatu.

Although the electricity services provided across concessions are deemed comparable, there is no uniform monitoring or reporting requirements embedded in the concession contracts. Set individually, they fail to provide details on the financial information required, formats and data categories. Definitions of the different variables, rules and accounting practice are elusive or nonexistent; hence utilities are left to their own interpretation and apply their own accounting methodology. Concession deeds fail to define what constitutes a valid investment, which reporting methodology to use and which accounting rules apply.

When the Authority requests data and financial information from the utilities, it often receives processed data and information that are not appropriately formatted or hard to reconcile, rendering the task of regulation difficult and increasing the possibility of conflicts and disagreements. The Authority is of the view that improvements in the provision of transparent, coherent and verifiable information and data from the utilities will reduce such conflicts and disagreements.

The need for proper regulatory accounting, analysis and norms should be spelled out within these proposed guidelines to be issued by the Authority.

The Authority believes that the regulatory reporting requirements should be guided by a set of principles that make the gathered information a reflection of the financial reality of the regulated utility and a useful means for the regulator to perform its duties. Consequently, regulatory reporting should establish principles that:

- a. ensure the accuracy and veracity of the information collected; and
- b. provide a general guideline in the cases when the norm and the regulator's criteria are not precise enough to define the reporting principles.

The general principles that should rule an effective accounting and informational reporting system are described in section 6.1 to 6.7.

6.1 *Uniformity*

Uniform preparation requirements and reporting principles contribute to avoid misinterpretation when valuating assets or setting tariff as well as discrepancies between utilities.

The lack of rules, the disparity of existing requirements and the absence of regulatory accounting manual underlined by the differences observed across concessions and contracts raise questions on asset base valuation and tariff accuracy.

Although services provided across concessions are similar, the minimum reporting requirements observed through the different contracts are by nature quite limited and not well informed.

The absence of preparation and reporting standards, benchmark analysis and cross-monitoring over services provided across multiple concessions and by different utilities presents challenges for the Authority to effectively and efficiently monitor the utilities' performance, as well as ensure compliance and transparency of processes.

Stakeholders are invited to comment on the Authority's general principle of uniformity of reporting by utilities.

6.2 *Sufficiency and materiality*

Utilities should provide the Authority with reporting material that can be reconciled with the companies' respective statutory accounts.

Information should comply with the expected norm and materiality to prevent utilities from misleading or misrepresenting information.

If a utility deviates or departs from the accounting information it generally provides to the regulator then it is considered material if it omits or misrepresents the information.

In the absence of detailed and not misleading reporting rules, unsatisfactory and incomprehensive information/sets of data have been provided by the utilities. They have proved inappropriate to the regulator to monitor services and perform tariff reviews.

Stakeholders are invited to comment on the Authority's general principles of sufficiency and materiality of information reported by utilities.

6.3 *Coherence and consistency*

Coherence is a corner stone of accountancy and finance to ensure that financial information is displayed in a consistent way, keeping the same level of detail and the same formats throughout the documents provided from year to year as may be required under the Regulatory Reporting Requirements Guideline.

Accounting principles have to be kept the same from year to year. Modifications to the rules (if any) have to be disclosed as they may have an impact on assets valuation, perimeter, and the tariff in place. Revised regulatory accounts set upon changes have to be provided for the previous year.

The regulatory reporting material has to be consistent with the rules applied to set the tariff and in line with assumptions used in the corresponding tariff setting model.

Stakeholders are invited to comment on the Authority's general principles of coherence and consistency of reporting by utilities.

6.4 *Accuracy*

When preparing the regulatory reporting material, attributions, adjustments, transfers, revaluation and eliminations have to comply with the relevant set of rules.

Providing inaccurate data is likely to hide dysfunctions or asymmetries amongst utilities and customer categories. This is likely to raise unexpected issues, generate additional costs, delays and penalties.

6.5 *Causality*

Revenues, costs, assets and financial obligations should be allocated according to each activity that generates them. That is, costs imputed to services should be assigned to each particular activity that generates these services.

Further, sufficient material has to be provided to support investment decision in respect of the least cost options, notwithstanding safety and reliability requirements.

Stakeholders are invited to comment on the Authority's general principles of accuracy and causality of reporting by utilities.

6.6 *Objectivity and neutrality*

Allocation of costs has to be based on objective principles that do not imply undue benefit to one particular stakeholder or its affiliates.

Internal transfers of costs, material, assets and services within utility's concessions or entities of a group should be transparent.

Adjustments, transfers, revaluation and eliminations performed to derive the regulatory reporting material from the statutory reporting material have to be neutral, documented and justified.

Given the lack of common cost-attribution rules, attention must be paid to the way costs are allocated as it affects the regulatory reporting material used to set the tariff and determine reasonable return.

Stakeholders are invited to comment on the Authority's general principles of objectivity and neutrality of reporting by utilities.

6.7 *Disaggregation and transparency*

Disaggregation has to be detailed enough in order for the Authority to have a clear understanding of the regulated operations, and to perform accounting and asset base aggregation monitoring.

Assets and items have to be recorded in a transparent manner and separately identifiable. Details and clear explanations have to be provided whenever required to enhance the understanding of the regulatory reporting material. Those may differ from the notes accompanying statutory accounts.

When assets are acquired in foreign currencies, the exchange rate and the corresponding exchange gain/loss have to be stated.

Stakeholders are invited to comment on the Authority's general principles of disaggregation and transparency of reporting by utilities.

6.8 Regulatory reporting contents and layout

6.8.1 Required documents and form of regulatory accounts

With the exception of a basic description of the regulatory reporting material to be provided by the concessionaire in the event of a tariff reset or review, the concession deeds do not provide specifications or regulatory reporting preparation principles.

A review of the material provided by the concessionaire identified a lack of consistency in the documents compiled year after year.

Although each concessionaire has its own financial reporting system and statutory financial statements, there is no uniform template or pro-forma statement for regulatory reporting implemented at this stage.

6.8.2 Required information

The Authority is empowered under its Act to monitor services provided by utilities and to ensure compliance with the technical and financial aspects of the contracts currently in place between the government and the concessionaire.

However, the Authority has identified gaps in the information provided in recent reviews, where the technical information required was provided in respect of contractual obligations. There is **no** financial information provided to the Authority outside the context of a tariff review.

6.8.3 Reporting timeline

The concession contracts generally set the reporting timeline for utilities to submit annual technical reports to the Authority. These reports are required to be lodged with the Authority within three months of the year in review.

During a tariff review, accounting and technical information is required to be submitted by the utility within three months after a tariff review is initiated.

6.8.4 Regulatory accounts auditing

There are no requirements or process for regulatory accounts to be audited.

Stakeholders are invited to comment on the Authority's general approach and methodology in relation to any of the issues identified in this paper.

7 Next Steps

This paper sets out the issues identified by the Authority with respect to informational requirements and regulatory reporting by utilities in the electricity sector.

The Authority invites stakeholders to comment on any of the key issues identified above, so as to assist the Authority in improving transparency and reporting by the utilities.

Further, the Authority, in consultation with stakeholders, aims to update and improve the regulatory reporting requirements allowing future reviews to be simpler and information more transparent.

The Authority has set out below an indicative time frame for the development and application of its Regulatory Reporting Requirements Guideline.

Regulatory Reporting Guideline Review	Indicative Timeline*
Regulatory Reporting Requirements Issues Paper published by	28 March 2012
Submissions on Issues Paper received by	28 April 2012
Regulatory Reporting Requirements Framework Paper published by	25 May 2012
Submissions on Framework Paper received by	22 June 2012
Draft Decision Regulatory Reporting Requirements published by	24 August 2012
Submissions received on Draft Decision by	28 September 2012
Final Decision Regulatory Reporting Requirements Guideline published by	31 October 2012
Gazette	30 November 2012

**Indicative timeline for information purposes only*

Appendix: UNELCO model balance sheet

ASSETS

I – FIXED ASSETS

1) Concession fixed assets financed by the Concessionaire

	<i>At Cost</i>	<i>Asset Transfer Depreciation</i>	<i>At Valuation</i>	<i>Revalued Asset Transfer Depreciation</i>	<i>Net Carrying Amount</i>
<i>Land</i>					
<i>Building</i>					
<i>General equipment</i>					
<i>Network</i>					
<i>Establishment expenses</i>					
<i>Net value of the concession fixed assets financed by the Concessionaire</i>					
TOTAL 1	<i>a</i>	<i>b</i>	<i>A</i>	<i>B</i>	<i>C A-B</i>

2) Concession fixed assets financed by third parties

<i>Network Facilities</i>					
TOTAL 2	<i>d</i>		<i>D</i>		<i>D</i>

3) Private fixed assets

	<i>At Cost</i>	<i>Ordinary Depreciation</i>	<i>At Valuation</i>	<i>Revalued Ordinary Depreciation</i>	<i>Net Carrying Amount</i>
<i>Land</i>					
<i>Land acquisition expenses</i>					
<i>Meters</i>					
<i>Tools and equipment</i>					
<i>Office furniture and equipment</i>					
<i>Fixtures</i>					
<i>Vehicles</i>					
<i>Private fixed assets</i>					
TOTAL 3	<i>e</i>	<i>f</i>	<i>E</i>	<i>F</i>	<i>G E-F</i>
TOTAL I: Operations fixed assets: 1)+2)+3)					H C+D+G

II – OTHER ASSETS

Construction work in progress

Depreciation suspense

Contribution of third parties receivable

Deposits

TOTAL II: Other Assets

I

III – CURRENT ASSETS

Inventories

Stock in transit

Work in progress

Trade debtors

- *Prepayments*

- *Other debtors*

Cash at bank and in hand

TOTAL III: Other Assets

J

TOTAL ASSETS

K H+I+J

MODEL OF CONTRACTUAL BALANCE SHEET

SHARE CAPITAL AND LIABILITIES

I – Share capital and reserves

- Issued and paid up shared capital
- Special revaluation reserve of concession fixed assets
- Private fixed assets revaluation reserve
- Self insurance reserve
- Retained profits

Total Share Capital and Reserves _____

II – Replacement fund

- Accumulated amount

Less:

- Withdrawals

Net Funds Available _____

III – Investment support fund

- Accumulated amount

Less:

- Withdrawals

Net Funds Available _____

IV – Third parties contributions

- Non refundable contributions
- Revaluation reserve for fixed assets financed with third parties contributions
- Down payments on work
- Refundable contributions

Total _____

TOTAL SHARE CAPITAL, RESERVES AND CONTRIBUTIONS _____

V – Liabilities

- **Borrowing (non-current)**
- **Advances on consumption**
- **Trade creditors**
- **Borrowings (current)**
- **Sundry creditors and accruals**

Total Liabilities

TOTAL SHARE CAPITAL, RESERVES AND LIABILITIES

Utilities Regulatory Authority of Vanuatu

You can access documents related to Electricity Regulation on our website www.ura.gov.vu, contact us by telephone (+678) 29 795, fax (+678) 23 521, write at Utilities Regulatory Authority, PMB 9093, Port Vila, Vanuatu, or visit our office in the ground floor of the VNPF building.