

Date: 27th October 2017

Public Announcement

UNELCO Overcharges Customers for ELECTRICITY AND WATER Billings

To all UNELCO electricity Customers on Efate, Malekula and Tanna and UNELCO Water customers on Port Vila.

This announcement is issued to inform customers that UNELCO may be overcharging you on your September and October electricity bills and 3rd quarter water bills.

The tariffs to be charged to consumers and which were approved by the Utilities Regulatory Authority (URA) were **VT47.34 per kWh** and **VT47.07 per kWh** for September and October electricity bills respectively and the 3rd quarter URA approved water tariff is **VT61.39 per m³**.

URA has undertaken a preliminary analysis of a sample of customers' invoices and noticed that the tariff charged to consumers by UNELCO were not as approved but instead the following tariffs were applied: **VT49.65 per kWh** and **VT 48.94 per kWh** for September and October electricity bills respectively and **VT65.57 per m³** for water consumption.

URA has, on 10th and 23rd of October 2017, requested UNELCO to confirm and clarify what tariffs have been applied to customers for September and October electricity bills and water consumption. To date, UNELCO has not formally responded to URA's request for clarification.

As such, if a customer noticed that the tariff indicated in their water or electricity bill is based on higher price than the ones approved by the URA as detailed above, the customer may dispute his/her bill with the utility and consult with the URA. Customers should request refund from UNELCO if their bills are computed on higher price and already paid or pay only the recalculated bill based on the approved URA tariffs. URA is investigating the matter for further action.

Customers can refer to the chart of tariffs applicable to electricity and water billings per customer type available at the URA website (www.ura.gov.vu) to assist them in recomputing their electricity and water bills.

Do not hesitate to approach the URA office should you require assistance in determining the tariff you were charged for September/October electricity and water services or recomputing your utility bills based on the approved tariffs.

About the Utilities Regulatory Authority

The Utilities Regulatory Authority was established on the 11 February 2008 under the Utilities Regulatory Authority Act No 11 of 2007 (the URA Act). The URA Act established the Authority as an independent economic regulator for pricing, access, standards and monitoring of concession agreements. The regulated services defined in the URA Act are the supply of electricity or water services.

Contact Information

Utilities Regulatory Authority

Phone: (678) 23335

Address: Vanuatu National Provident Fund Building, Ground Floor

Postal address: PMB 9093 Port Vila VANUATU

Website: www.ura.gov.vu