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URA establishes formal procedures to resolve customer grievances

The Utilities Regulatory Authority (URA) has issued an Order to strengthen Customer Complaints and Dispute Resolution process. The Order clearly defines the process the URA will follow to assist consumers to resolve any grievances they may have with their electricity or water utility.

The procedure provides an out of court alternative to complaint and dispute resolution which is time- and- cost effective.

The Rules clearly define the rights and responsibilities of customers and utilities and the role of the URA to facilitate quick and cost effective resolution of customer complaints and disputes. The new Rules will be implemented and announced in the next few weeks as the revised process is set up. Until then current complaint resolution procedures shall apply.

A detailed description of the Rules is available on the URA website www.ura.gov.vu, or from its offices at the corner of Pierre Lamy and Andre Ballande Streets, behind the VNPF building. The URA can be contacted by phone on 23335 or at info@ura.gov.vu.

About the Utilities Regulatory Authority

The URA was set up under the Utilities Regulatory Authority Act No. 11 of 2007. The URA is an independent body and its primary purpose is to set utility prices and maximize access to safe, reliable electricity and water services to homes and businesses, and to protect the long-term interests of consumers throughout Vanuatu. It is also required to assist to resolve consumer disputes with the utilities. URA monitors the concessions operated by UNELCO in Malekula, Port Vila and Tanna; and Vanuatu Utilities and Infrastructure Ltd (VUI) and water supplier PWD, in Luganville. URA advises the Government on matters related to electricity, water and energy policies.

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