



URA Consumer Advocacy Group - Request for Expression of Interest

1 Introduction

The Utilities Regulatory Authority (URA) is considering establishing a Customer Advocacy Group (CAG) as a medium for public representation in deliberations of the URA. CAG shall act as spokesperson to voice the concerns of customer groups such as low income citizens, during URA consultations and hearings on utility matters. The concerns raised and suggestions by CAG shall be considered when formulating URA recommendations and decisions of the Commission.

The objectives of the CAG are as follows:

- (a) To inform and educate the consumers and the public of their rights and responsibilities in relation to the regulated services in Vanuatu.
- (b) To identify and report to the URA unfair practices by regulated utilities.
- (c) To participate in URA consultations and public hearings such as on pricing, accessibility, affordability and safety issues and provide feedback on behalf of domestic consumers.

2 Expression of interest

The URA is now soliciting expression of interest from individuals or organizations that are willing to be part of a dynamic process that represents the voice of the public on matters related to utility services. Purpose of this CAG is not to take on individual consumer complaints but rather bring generic issues of common concern to URA's attention.

CAG shall assist in the following:

- (a) Interact with consumers groups to identify their concerns on utility services
- (b) Provide consumers with factual information and better understanding of the utilities services
- (c) To listen well and with respect, and to communicate clearly to consumers on matters related to the regulated services
- (d) To stimulate customers discuss and evaluate options in relation to a consumer matters
- (e) To help plan and explain needed action on behalf of domestic consumers
- (f) Participate in discussions with the URA and in its deliberations including on technical issues
- (g) To make appropriate referrals to the URA and provide follow-up.
- (h) To help consumers develop a positive working relationship with the CAG as a vehicle to convey their concerns.

- (i) To promote friendly, equitable and fair relationship between consumers and service providers

Interested person(s) willing to lead the CAG should:

- (a) Be over 18 years of age.
- (b) Have at least a bachelor's degree in public relations , social studies or related field
- (c) Experience in a NGO or a non-profit organization desirable
- (d) Be assertive, confident and able to speak in public
- (e) Familiarity with Ni-Vanuatu socio- economic conditions
- (f) Fluent in English and Bislama

3 Numeration

CAG will receive a nominal funding to conduct its operations and retain expert services as needed.

4 Application

Interested persons may submit a cover letter and CV to the URA office in Port Vila before 7th April 2017.

5 Contact person:

Letters should be addressed to;

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For more information about the URA please visit the URA website www.ura.gov.vu .