

GOVERNEMENT DE LA REPUBLIQUE DU VANUATU

Autorité de Régulation des Services Publics
Ministère des Finances et de la Gestion Economique

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Utilities Regulatory Authority
Ministry of Finance and Economic Management

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Feature Story: 17 August 2011

How the URA Manages Customer Complaints Electricity Service

High electricity bills are one of the most frequent complaints that the Utilities Regulatory Authority (URA) receives. Faulty meters and wrong customer bill allocations are some of the claims customers raise with the Authority as possible causes of the high electricity bills.

Other frequent complaints raised by consumers concern new connection charges and network extension charges. The answer varies case by case and customers should contact their utility to resolve any complaints. Should a dispute arise the Authority may assist in resolving the dispute between the customer and the utility.

Customers who have a land dispute with an electricity company are advised to approach the utility and the relevant Government departments.

Common Complaints Received by the Authority

A review of customer complaints involving high monthly electricity bills revealed that customers were not aware of their consumption patterns. Customers should consult the utility for clarification of their bills.

In other cases, customers were found to be classified into tariff categories that did not best suit their consumption needs. Again customers who are concerned about this issued should contact the utility to discuss their billing requirements.

If the customer suspects that his meter malfunctions, he should connect the utility, which will investigate and test the meter. The customer's right to this test is protected by the concession contract, and he should contact the URA if a dispute with the utility arises.

Enquiries, Complaints and Disputes

Customers should first contact the utility with any enquiry or complaint they may have regarding their electricity and water services.

If a customer and the utility are unable to reach agreement on the complaint, the customer should contact the Authority who will investigate and assist with dispute resolution.

The Authority addresses disputes between a customer and the utilities in a transparent manner to ensure that the decision it proposes will be accepted by both the utility and the customer.

If you have any question about your electricity and water services or are involved in a dispute with your utility, contact the URA by phone (678) 23335, or by email through the website www.ura.gov.vu. If you are in Port Vila, visit the Utilities Regulatory Authority office in the ground floor of the VNPF building.

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About the Utilities Regulatory Authority (URA)

The URA was set up under the Utilities Regulatory Authority Act No. 11 of 2007. It acts independently of the Government and its primary purpose is to ensure access to safe, reliable and affordable electricity and water services, and to protect the long-term interests of consumers throughout Vanuatu. In addition, the URA manages consumer disputes and advises the Government on matters related to the electricity and water sectors. It also renegotiates tariffs under the rules of the Concessions Agreements and relevant legislation.