

GOUVERNEMENT DE LA
REPUBLIQUE DU VANUATU

**Autorité de Régulation des Services
Publics**

Ministère des Finances
et de la Gestion Economique

PMB 9093, Port Vila, Vanuatu - +678 23335 - www.ura.gov.vu - twitter: @URAvanuatu



GOVERNMENT OF THE
REPUBLIC OF VANUATU

**Utilities Regulatory
Authority**

Ministry of Finance
and Economic Management

Feature Story: 14 March 2013

URA Says Good-Bye to Longest Serving Staff

Terry Mael was the longest serving staff at the Authority until he unfortunately left at the end of February 2013.

Terry started with the Utilities Regulatory Authority (URA) before it was fully established and functioning. In May 2008, he was hired as the URA administrator to coordinate the recruitment process for the part-time commissioners and the chief executive officer and set up the first office.

“At the very beginning, I was working closely with the World Bank Task Team Leader overseeing the URA project and staff from the AusAID GfG team. With their assistance, I drafted the contracts and letters of appointments of the chief executive officer and part-time commissioners, then I helped keep applicants informed of the process. “

Terry regularly briefed the Ministry of Finance on the progress of setting up the URA office and the recruitment process. He provided secretarial assistance to the Evaluation Committee, which was set up to interview applicants and recommend the names of the shortlisted candidates to the Minister of Finance.

Once management was up and running, Terry was hired to continue helping and coordinating with the Ministry of Finance, working closely with the FMIS Unit in the preparation and management of the Authority’s budget. He also assisted in organizing both local and overseas trainings for new staff.

During his tenure at the Authority, Terry attended several training workshops on regulating electricity and water. In 2009, he went to Vietnam to attend a series of courses organized by the East Asia and Pacific Infrastructure Regulation Forum (EAPIRF).

Terry also benefited from an extensive training about regulating utilities offered by the University of Florida in 2010.

In 2011, Terry attended the Chartered Institute of Arbitrators Asia Pacific Conference in Sydney for a feel of the work of arbitration in disputes while the Authority was going through an arbitration process.

He also received training in Port Vila, which was just as valuable, from project management to learning to work better with the media.

When the Authority commenced the Electricity Tariff Review, Terry was sent to Luganville to set the scene and organise workshops to inform the public on the review process.

“I visited all the communities and worked closely with the people of Luganville, especially the SG of SANMA, to educate them about the review as this was the very first tariff review carried out by the newly established regulator in Vanuatu.”

“At the URA, I particularly enjoyed working on the Public Education Program (PEP) and answering consumers' questions during our sessions with the public. The first topic I worked on was helping customers understand their electricity bill better. I have also learned a lot from researching another PEP topic: reducing your electricity bill by thinking smart when using appliances. Developing content, creating a brochure, presenting; I really enjoyed this work because I knew it would make a difference in the Ni-Vanuatu's lives.”

Through his knowledge of the country and the people, Terry was able to support the CEO and staff, provide valuable feedback during team discussions and review his colleagues' work.

In 2012, Terry also held the position of Health and Safety Officer for which he developed guidelines to advise the staff. In his role, he ensured that each staff got a certificate in first aid from ProMedical and that the office had its first aid kit.

“I also organized an awareness session on disaster risk management for the staff and regularly conducted inspections to make sure the office area was accident free. I placed safety signs and instructions around the office along with emergency numbers and instructions in case of earthquakes or tsunamis.”

The URA Commissioners and team will certainly miss Terry and believe that with all he has learnt and experienced, he will excel in whatever venture he participates in.

###

About the Utilities Regulatory Authority

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

Contact Information

Utilities Regulatory Authority

Email: office@ura.gov.vu

Phone: (678) 23335

Address: Vanuatu National Provident Fund Building, Ground Floor

Postal address: PMB 9093 Port Vila VANUATU

Website: www.ura.gov.vu

Twitter : @URAvanuat