

GOUVERNEMENT DE LA REPUBLIQUE DU VANUATU

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

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GOVERNMENT OF THE REPUBLIC OF VANUATU

Utilities Regulatory Authority  
Ministry of Finance and Economic Management

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**Press release: 14 December 2011**

### **The URA Opens Consultation on its Internal Review Guideline**

The Utilities Regulatory Authority (*the URA*) is pleased to announce the publication of its Review of Certain Actions – Internal Review Guideline and requests stakeholders to provide feedback by 10 February 2012.

The Internal Review Guideline sets out the Authority's processes, procedures and preferred methodology for reviewing certain actions by internal review as set out under the Utilities Regulatory Authority Act No 11 of 2007.

The Authority's Chief Executive Officer Carmine Piantadosi said: "The Guideline describes the rights, obligations and responsibilities of utilities, Commissioner(s) and the Authority. "

The Guideline's purpose is to inform stakeholders on how the Authority makes decisions in relation to its functions and powers, issuing of safety and reliability standards, assignment of contractual rights, price determinations and consultation.

The CEO added: "The Guideline provides information about the process for conducting reviews of certain action by internal review. We want to enable aggrieved parties to be adequately prepared for the process. We hope that, by providing information on the rights and obligations of the parties to an internal review process, the Guideline can also help consultation between the parties. "

#### **Consultation**

In order for the Guideline to provide clear guidance to utilities and the Authority in relation to the internal review of certain actions, the Authority considers it appropriate to test the Guideline and subject it to critical review.

To this end the Authority welcomes perspectives and input from stakeholders. The Authority invites written submissions from interested parties on the Guidelines by close of business on 10 February 2012.

Submissions received by the Authority will be published on its website unless they are confidential or commercially sensitive. Any confidential or commercially sensitive information should be clearly marked as such and be preferably included as a separate attachment to the public submission.

When finalizing the Guideline, the Authority will consider all submissions received by stakeholders on or before 10 February 2012. Submissions should be forwarded by email to: [ofernandez@ura.gov.vu](mailto:ofernandez@ura.gov.vu) or hard copy to: Review of Certain Actions – Internal Review Guideline, Utilities Regulatory Authority, PMB 9093, Port Vila Vanuatu. Enquiries can be directed to Mr. Olivier Fernandez on (678) 29 795.

Copies of the Review of Certain Actions – Internal Review Guideline are now available to the general public from the office of the Utilities Regulatory Authority, located at the Ground Floor of the VNPF Building and on the home page of the URA's website [www.ura.gov.vu](http://www.ura.gov.vu).

If you have any question about your electricity and water services, contact the URA by phone (678) 23335.

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### **About the URA**

The Utilities Regulatory Authority (the Authority) 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 the electricity sector, the Authority monitors the concessions operated by UNELCO in Malekula, Port Vila and Tanna; and Vanuatu Utilities and Infrastructure Ltd (VUI) in Luganville. 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**

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