

GOUVERNEMENT 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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Review of Electricity Prepayment Metering System

The Utilities Regulatory Authority wishes to inform all electricity consumers of the following clarification to recent articles which have inappropriately and incorrectly informed the public in relation to the Authority's review into the implementation of prepayment electricity metering system in Vanuatu, which is supplied by UNELCO.

The Authority is responsible for approving metering apparatus for measuring and controlling energy and power to consumers as well as any variations to standard customer agreements. Under its Act the Authority is required to protect the long term interests of consumers and must have regard to safety, reliability and affordability when making certain decisions that affect consumers.

To this end, the Authority is carrying out a full review of the prepayment meter system which UNELCO wishes to provide to its customers. This review will inform the public and all electricity consumers of the potential benefits, disadvantages and issues that consumers need to be aware of.

Current articles published in the media have misrepresented the Authority's review, which aims to inform the public and electricity consumers of the issues in a transparent and independent manner expected by customers of monopoly utilities.

As part of this review, the Authority has sought input from electricity customers, UNELCO, as well as government agencies, on issues relating to the implementation and suitability of the proposed prepayment electricity system.

The Authority will also seek feedback from customers and encourage public comment on matters arising throughout an ongoing and restricted prepayment meter system trial.

The Authority has published a Pre-payment Meter Technology Trial Review Issues Paper and will publish its Position Paper on this matter shortly.

Stakeholders will be invited to comment on the Authority's views and issues set out in this paper.

Responses and information received will be considered in the formulation of the Authority's final decision.

Customers who want to share their views about this issue can contact the Authority by email through the website – www.ura.gov.vu – or call (678) 23335. If they are in Port Vila, they can visit the URA office in the ground floor of the VNPF building.

About the Utilities Regulatory Authority

The Authority 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 safe, reliable and affordable electricity and water services, and to protect the long term interests of consumers throughout Vanuatu. In the electricity sector, the URA monitors the concessions operated by UNELCO in Malekula, Port Vila and Tanna; and Vanuatu Utilities and Infrastructure Ltd (VUI) in Luganville. In addition, the URA manages consumer disputes and advises the Government on matters related to electricity and water. It also renegotiates tariffs under the rules of the Concessions Agreements and relevant legislation.

Contact Information

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