

GOVERNEMENT DE LA
REPUBLIQUE DU VANUATU

**Autorité de Régulation des Services
Publics**

Ministère des Finances
et de la Gestion Economique



GOVERNMENT OF THE
REPUBLIC OF VANUATU

**Utilities Regulatory
Authority**

Ministry of Finance
and Economic Management

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Media Release: 27 May 2013

URA Encourages Government to Improve Water Services in Luganville

The Utilities Regulatory Authority (URA) has completed a review of water services in Luganville. "This review has defined actions that the Government needs to take in order to improve water services for customers," says Johnson Naviti, Chairman of the URA. "These actions include better separation of the water service as a business, setting up an annual performance audit, and preparing an investment plan."

The Authority will work with the National Water Resources Advisory Committee and other Government departments to make sure that the required actions happen as quickly as possible. "We have built a good relationship with the Public Works Department in this review and look forward to helping the Government deliver a better service for water customers in Luganville."

Once these actions are completed, the review recommends a new price for water. "The current price has not changed for a long time, while the related costs have increased substantially. However, we do not want customers to pay more until the Government has taken the required actions. Once these actions have been completed, the price increase will increase from the current price of VT52 to VT59 per cubic metre. The Authority believes this is a fair price which will ensure there are sufficient funds to meet the operating and maintenance cost of the water network as well as to cater for required future investments."

The new price will only take effect once the Government has completed all the actions described in the review. "We will keep customers and the public informed on the Government's progress. Currently, it is expected that the actions will all be completed around the middle of 2014."

The consultation process of the review involved Government, local businesses, and also visited several communities around Luganville. URA Project Manager, Maureen Malas, expressed her gratitude by saying, "I would like to thank everyone who came to our briefings and contributed to the review process, especially members of the public who took the time to come and shared their views with us."

Copies of the Authority's Luganville Water Tariff Review Final Decision Paper are accessible from the URA's website www.ura.gov.vu or from their office located on the ground floor of the VNPF Building in Port Vila. Customers in Luganville can call the URA on 23335 to request a copy.

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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 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.

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