

GOUVERNEMENT DE LA REPUBLIQUE DU VANUATU
Autorité de Régulation
des Services Publics
Ministère des Finances et de la Gestion Economique

BP 9093
Port-Vila VANUATU

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GOVERNMENT OF THE REPUBLIC OF VANUATU
Utilities Regulatory Authority

Ministry of Finance and Economic Management

PMB 9093
Port Vila VANUATU

Phone: (678) 29795 / 23335 / 23521
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The Utilities Regulatory Authority (the “URA”) invites interested applicants to submit an Expression of Interest for the position of Customer Protection Specialist– Utility Regulation. Female are encouraged to apply.

The Consumer Protection Specialist duties include developing, designing and implementing Consumer Protection and Consumer Care rules to be promulgated by the URA as part of its mandate under the Utilities Regulatory Act No. 12 of 2013 for regulated electricity and water services throughout Vanuatu. This shall include:

- Developing rules of practice and procedure for tariff reviews and Commission deliberations, transparency and access to Commission documents, personnel, information sites etc. Developing Consumer Bill of Rights: Rules and procedures outlining rights and obligation of the utilities, consumers and stakeholders, including billing practices, tariff application, customer choice of tariffs, prepayment metering, shut-off and reconnection rules, consumer complaints and dispute resolution,
- Examine existing interconnection rules and Draft detailed Interconnection rules for new service connections for electricity and water services; right to be served, fees, Sec. deposit requirements, timeframes, safety and technical specifications for service connection
- Implement and monitor consumer complaints, resolve disputes between utilities and consumers or complainants;
- Establish and verify utility's complaint and Dispute Resolution procedures;
- Develop and implement URA procedures for grievance redressal
- Develop electric safety rules for utilities, consumers, commercial users, builders and contractors;
- Examine current reliability and quality of service standards, compliance and penalties, reports; update and revise these standards in interaction with other relevant agencies and organizations in Vanuatu; drawing upon best practices in the industry and the region bearing in mind the Vanuatu conditions_
- Establish a monitoring mechanism to ensure compliance with safety codes
- Conduct field inspections pursuant to consumer or other complaints, spot audits for safety and compliance with the approved rules and procedures. Field- verify pre-payment meter installations, algorithms to ensure proper energy usages, billings etc_

- Assist in Preparing a Consumer Bill of Rights Handout

The minimum Qualifications for this position are:

- degree in Engineering or related technical field;
- at least 4 years experience with a power, water or telecommunications company, private industry or Government department or ministry in a technical capacity including at least 2 years experience in dealing with customer care, the public and communities;
- proven track record in team work and as a member of a diverse team;
- Proficient in use of MS excel, word, access, PowerPoint. Statistical packages/software will be an advantage
- excellent oral and written communication skills.
- fluency in written and spoken English is required, knowledge of French and/or Bislama an advantage; experience in Vanuatu and/or other developing country context an advantage.

Annual salary range from VT2,000,000 to VT2,400,000 depending on qualifications and experience.

Please pick up Expression of Interest forms from Ms. Belinda Reuben at URA Office, Ground Floor, VNPF Building, Port Vila or via email breuben@ura.gov.vu. Applications may be mailed electronically by return or dropped off at the URA Offices.

This position is generously funded by AusAid/WorldBank through the Government of Vanuatu, Ministry of Finance and Economic Management.

About the Utilities Regulatory Authority

The URA was set up under the *Utilities Regulatory Authority Act No. 11 of 2007 (amendment No. 12 of 2013)*. 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 promote 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.

Application deadline: Monday 9th, December 2013 at noon Vanuatu Time (GMT +11).