

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  
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Utilities Regulatory Authority

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**Press release: 10 April 2012**

### **Call on Communities Interested in the URA's Public Education Program**

The Utilities Regulatory Authority (URA) is calling on communities in Vanuatu to contact us if they wish to understand their electricity and water services better.

Informing the public on matters related to electricity and water services consumers receive is an important aspect of the Authority's functions and supports its objective of protecting the long-term interests of consumers in Vanuatu.

The Authority proposes to roll out its Public Education Program (PEP) in 2012. The PEP aims to educate and inform the public and consumers on a range of issues related to electricity and water services.

Through the PEP, the Authority will provide up-to-date information to consumers and provide an opportunity for the public to learn about the services they receive.

The Authority plans to roll out its first PEP sessions in Port Vila towards the end of April 2012. These first sessions are aimed at helping electricity customers understand their electricity bills.

Understanding an electricity bill is an issue that is brought up frequently through various customer enquiries. Therefore, the Authority is asking interested communities living in Port Vila area to come forward and invite the Authority into their neighborhood to help them better understand their bills.

The program will also be rolled out in Luganville, Tanna and Malekula covering similar topics that are specific to the customers living in these three electricity concessions. Interested communities are encouraged to contact us to arrange PEP session in their respective areas.

Interested parties or communities can contact the URA on (678) 23335, by email to [rmarum@ura.gov.vu](mailto:rmarum@ura.gov.vu), or in person at the office of the Utilities Regulatory Authority ground floor VNPf Building Port Vila.

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## **About the Utilities Regulatory**

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 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**

Utilities Regulatory Authority

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