

GOUVERNEMENT 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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URA: Information is Power

The Utilities Regulatory Authority (URA) launched its Public Education Program (PEP) last April and has had several information sessions since.

Electricity customers who have attended our presentations filled out a survey form with questions about the quality of the presentation, the presenters and the material distributed, as well as whether they understood the topic. In each case, a wide majority found the session helpful and requested sessions on other topics related to electricity and water services.

Some participants followed up with their utility afterwards and were very grateful that the information they learned proved useful.

The Authority's education program is still active. URA staff will be happy to come to your community, association or business to make presentations.

There are currently two topics: understanding your electricity bill and reducing your electricity bill.

The first topic focuses on the bill itself and the Electricity Supply Agreement, and what important information they provide. We explain the billing cycle and what happens when you do not pay your bill and get disconnected, and later on want to be reconnected. We also go over the customer categories and encourage participants to make sure they are in the right one so that they do not pay more than they should. We also explain what is included in the price of electricity, from fuel to staff cost.

The other session focuses on tips to help you save energy and reduce your bill. Participants are asked what appliances they use and we look at changing some simple behaviour to reduce their electricity consumption, such as switching off appliances they do not use. We also explain the difference between low and high wattage appliances, so for example a kettle will use more electricity than a light bulb. We also talk about energy labels on appliances.

Both presentations are given in Bislama, and they are followed by a discussion where participants can ask questions. People with personal questions can address them to URA staff after the group discussion.

The Authority has noticed that sometimes the information about electricity cost is confusing or misleading. We always contact the relevant people to clarify the information but the most effective way for you to get the correct information is to talk to an independent group.

The Authority is independent from the government and the utilities. We can provide useful information and answer your questions.

Contact us and we can organize a presentation for your organisation, business or community in either English, French or Bislama.

You can call the URA at 23335, visit our office on the ground floor of the VNPF building in Port Vila or write to the PEP's Project Manager Romney Marum rmarum@ura.gov.vu for further information.

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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.

Contact Information

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