

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 OF VANUATU

Utilities Regulatory Authority  
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### **Transfer of Security Deposits: The URA is Monitoring the Transition in Luganville**

The Utilities Regulatory Authority (URA) is collaborating closely with Vanuatu Utilities and Infrastructure Limited (VUI) and Union Electrique du Vanuatu Limited (UNELCO) to make sure that customers in Luganville have access to safe and reliable electricity during the transition period.

One issue that has been raised is how to transfer customer deposits from one utility to the other. UNELCO has decided to apply the security deposits to their last December bills. UNELCO will contact customers with further information and announce when refunds will be sent to customers' billing address.

This means that VUI has to enter into a new contract with electricity consumers and collect security deposits. This process requires that each customer sign what is called a Customer Agreement. VUI will send this contract to each customer individually in the coming days with an invoice for the security deposit as well as a letter to explain the process.

The amount of the security deposit to be applied by VUI is calculated in accordance with the formula set out in the *Electricity Tariff Review Final Decision May 2010* published by the URA. The utilities do not set the security deposit and the amount may be different with VUI from what it was with UNELCO.

The URA will continue to work closely with UNELCO and VUI to ensure that the transition between the two utilities goes smoothly and electricity services are maintained.

If any issue arises that consumers cannot solve with the utilities, they should contact the URA by phone (678) 23335 or at the office in the VNPF building in Port Vila. They can also email the URA through the website [www.ura.gov.vu](http://www.ura.gov.vu).

The URA's goal is to increase access to safe, reliable and affordable electricity and water services in the country, and to protect the long term interests of the people in Vanuatu.

#### **Contact Information**

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### **Notes to the Editor**

#### **About the URA**

The URA was set up under the Utilities Regulatory Authority Act No. 11 of 2007. It is independent from the Government and its purpose is to increase access to safe, reliable and affordable water and electricity. The URA monitors the electricity concession contracts for Port Vila, Luganville, Tanna and Malekula. It renegotiates tariffs under the rules of the existing contracts; manages consumer complaints; and advises the government.

#### **About VUI**

Vanuatu Utilities and Infrastructure Limited (VUI) is a subsidiary of Pernix Group, Inc. Pernix Group's Power Operations and Management Services (O&M) division provides an integrated scope of services to maintain and manage all aspects of power operations. VUI has operated Santo's electricity concession since 1<sup>st</sup> January 2011.

#### **About UNELCO**

Union Electrique du Vanuatu Limited (UNELCO) is a subsidiary of GDF Suez. It operates the electricity concessions for Port Vila, Malekula and Tanna. It has operated in Vanuatu since 1939.