

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  
Ministry of Finance and Economic Management

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### **URA Investigating Issues with Electricity Bills in Luganville**

The Utilities Regulatory Authority (URA) has learned through several sources, including the media, that consumers in Luganville have raised a number of issues concerning their electricity bills. The URA would like to encourage customers to contact us directly.

You can submit complaints by following the link on the home page of the URA's website – [www.ura.gov.vu](http://www.ura.gov.vu) – or call at (678) 23335. Moreover, the URA will organize a forum in Luganville on 14 April 2011 to inform the public about the tariff, to hear the customers' complaints and respond to their questions.

The Utilities Regulatory Authority (URA) has two main goals, first to increase access to safe, reliable and affordable electricity services in Vanuatu, and second to protect the long-term interests of the customers. After consulting with the people in Vanuatu, the URA set up a new electricity tariff structure last year and monitors the utilities to make sure they apply it correctly.

The URA is working closely with Vanuatu Utilities and Infrastructure Limited (VUI) and the Government to understand the recent complaints about higher electricity bills in Luganville, and to develop an appropriate solution.

Electricity customers should contact the utility to raise any concerns they have with respect to their current bills. In line with its mandate, the URA will investigate customer complaints if they cannot be resolved with the utilities.

The URA seeks to reassure electricity customers in Luganville that the concerns that have been raised are being reviewed thoroughly and outcomes of the investigation will be shared with the public in due course.

The URA has scheduled a public forum on 14 April 2011 at 10:00am to be held in the VNPF Building conference room, Luganville, Espiritu Santo. Everyone is welcome to attend. URA staff will be available

to meet with customers and address questions or concerns regarding their electricity services and how the new tariffs and tariff structures will be applied.

### **Notes to the Editor**

#### **About the Utilities Regulatory Authority (URA)**

The URA 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 ensure safe, reliable and affordable electricity and water services, and to protect the long term interests of consumers throughout Vanuatu. In the electricity sector, the URA monitors the concessions operated by UNELCO in Malekula, Port Vila and Tanna; and Vanuatu Utilities and Infrastructure Ltd (VUI) in Luganville. In addition, the URA manages consumer disputes and advises the Government on matters related to electricity and water. It also renegotiates tariffs under the rules of the Concessions Agreements and relevant legislation.

#### **Contact Information**

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#### **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 Luganville'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.