



Authority's Decision and Commission Order

Case U-007-25_1

In the Matter of UNELCO Engie Customer Survey

November 2025

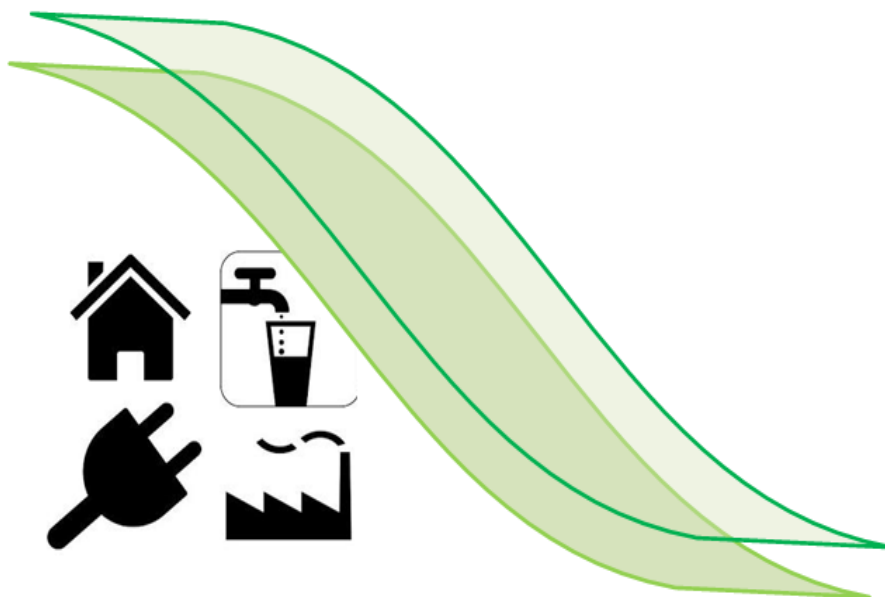


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1 Background

As the national regulator overseeing utility service providers for electricity and water in Vanuatu, the Utilities Regulatory Authority (the Authority) holds a mandate to ensure that utility companies operate in compliance with established standards and deliver services that are fair, efficient, and responsive to the needs of consumers. In fulfilling this mandate, the Authority is committed to strengthening its evidence-based regulatory approach by actively engaging with utility customers through structured feedback mechanisms.

To support this commitment, the Authority will be undertaking a Customer Survey aimed at assessing the reliability, safety and affordability of service delivery by regulated utility providers. This survey will serve as one of the tools in measuring the performance of utility companies from the consumer's perspective, identifying areas for improvement, and enhancing overall service outcomes.

The customer survey will be rolled out in phases across all utilities regulated under concession agreements, starting with UNELCO Engie. The survey is designed to be an ongoing initiative that will contribute to improved regulatory oversight and better alignment between service provision and consumer expectations.

1.1 Purpose & Structure of this document

The purpose of this document is to present the Authority's findings and recommendations on the Unelco Engie Customer Survey

This document is structured as follows:

Section 2 provide the Authority's methodology for the customer survey.

Section 3 provide the Authority's challenges faced during the survey.

Section 4 provides the Authority's customer's feedback on the electricity services provided by Unelco Engie

Section 5 provides the Authority's customer's feedback on the water services provided by Unelco Engie

Section 6 presents the Authority's recommendations

2 Methodology

The Authority has designed a robust and inclusive methodology for the administration of the Customer Survey to ensure that results are reliable, representative, and aligned with regulatory objectives. The methodology focuses on reaching a broad demographic of electricity and water customers under the UNELCO Engie concession area.

2.1 Survey Design

The survey instrument was developed to capture both quantitative and qualitative data on customer experiences. Questions were structured around key regulatory focus areas including:

- **Affordability**
- **Reliability**
- **Safety**

These core areas are critical to evaluating the effectiveness of utility service delivery and understanding how services are perceived by customers.

2.2 Mode of Administration

The survey was primarily conducted online, allowing customers to participate at their convenience and enhancing accessibility for a broad range of users. However, for some regulated utilities, the survey may be administered through alternative methods such as face-to-face interviews, depending on the nature of the utility

2.3 Survey Duration

The survey was open to the public for a period of **one month** which started in 17th March 2025, providing sufficient time for participation across different communities and customer types.

2.4 Sampling Approach

A mixed-method sampling strategy combining both random and targeted sampling was employed to ensure broad and representative coverage of Unelco Engie's customer base. The survey targeted:

- **Electricity and Water customers**, including those responsible for electricity and water bills.
- **Urban and peri-urban households** located within the Unelco Engie concession area.
- **All customer categories**, including domestic, commercial, and institutional users.

This approach was designed to ensure inclusivity across various demographic and usage profiles, allowing for a more accurate assessment of customer experiences and perceptions related to electricity services provided by Unelco Engie.

2.5 Data Confidentiality

All responses were collected anonymously to protect the privacy of participants. Data has been aggregated and analyzed solely for the purpose of informing regulatory review and service improvement.

3 Challenges Faced During the Survey

While the launch of the UNELCO Engie Customer Survey has seen some encouraging initial participation, several key challenges were encountered that may affect the overall response rate and quality of data collected. These challenges highlight opportunities for improvement in both the current and future rounds of customer surveys that the Authority's will initiate:

1. **Low Participation and Awareness Gaps**

Despite efforts to promote the survey, participation rates remained lower than anticipated. Only 56% of those who started the survey completed it, indicating possible barriers to completion. This calls for increased awareness and outreach. Promotional SMS campaigns were scheduled with Vodafone, and additional visibility was created by boosting the survey poster on social media and circulating the survey link through the government email platform.

2. **Data Quality and Survey Completion Issues**

The partial completion rate raises concerns about data quality and representativeness. Some entries may not fully align with the survey objectives, warranting a more thorough review and cleaning of the data before analysis.

3. **Technical Difficulties in Survey Form**

Participants reported glitches in the online survey form. For instance, a fault was identified in the field requesting account or meter numbers of respondents were unable to proceed despite entering valid whole numbers. This may have discouraged otherwise willing participants from completing the survey.

4. **Privacy and Trust Concerns**

Several respondents expressed hesitation about submitting personal details, such as names or meter numbers, due to the absence of a visible **confidentiality disclaimer**. Clearly communicating URA's privacy policy and confidentiality commitments at the beginning of the survey is essential for building trust.

5. **Accessibility and Inclusivity Barriers**

The online mode of delivery, while efficient, may exclude individuals who are less tech-savvy or have limited internet access. Feedback indicated a need for a more inclusive approach that accommodates a broader demographic, potentially through more in-person interviews or paper-based options in future rounds.

6. **Usability and Survey Design Feedback**

Respondents recommended the following improvements to enhance usability:

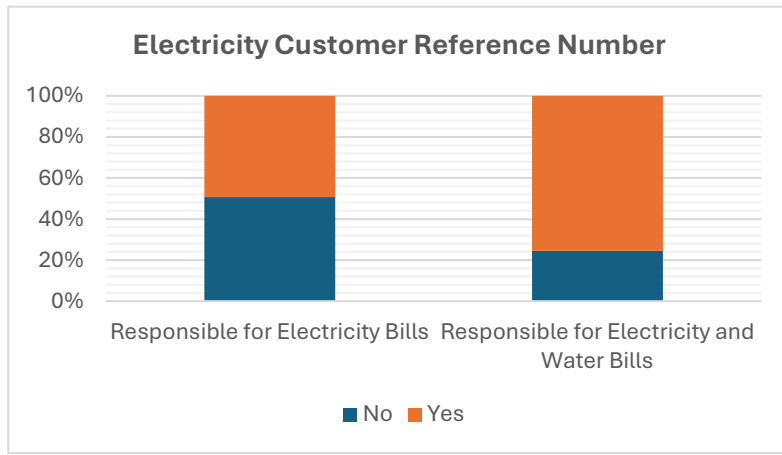
- Include a **brief introductory message** stating how long the survey will take to complete.
- Allow respondents to **resume the survey** if the tab is accidentally closed.
- Add a **comment box** at the end to allow participants to share open-ended feedback.

4 Electricity Services

To contextualize the analysis of electricity service findings, it is important to highlight the reach of the UNELCO Engie customer survey. Out of the 728 total participants—comprising those responsible for electricity bills, water bills, or both—713 respondents completed the electricity component. This broad level of participation provides a strong and representative basis for the insights that follow in this section on electricity services.

4.1.1 Customer Awareness of Electricity Customer Reference Numbers

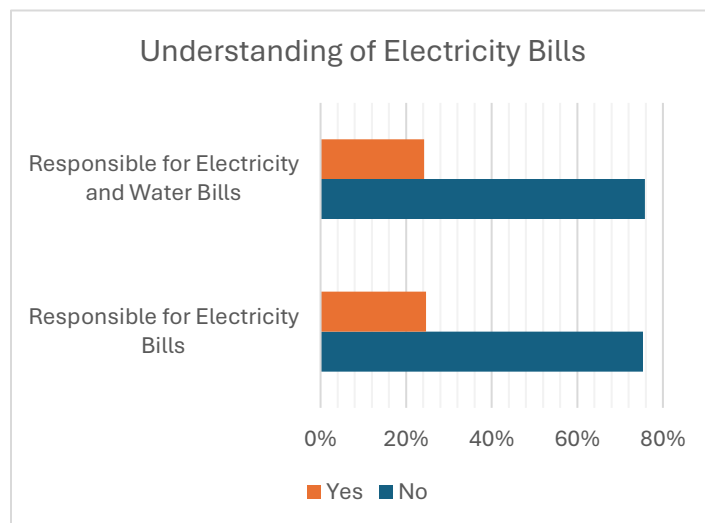
Figure 1: Electricity Customer Reference



Among respondents responsible *only* for the electricity bill, 51% indicated they do not know their electricity customer reference number, while 49% reported that they do. In contrast, among those responsible for *both* electricity and water bills, 75% stated they know their electricity customer reference number, with only 25% indicating they do not.

4.1.2 Understanding of Monthly Electricity Bills

Figure 2: Understanding of Monthly Electricity Bills

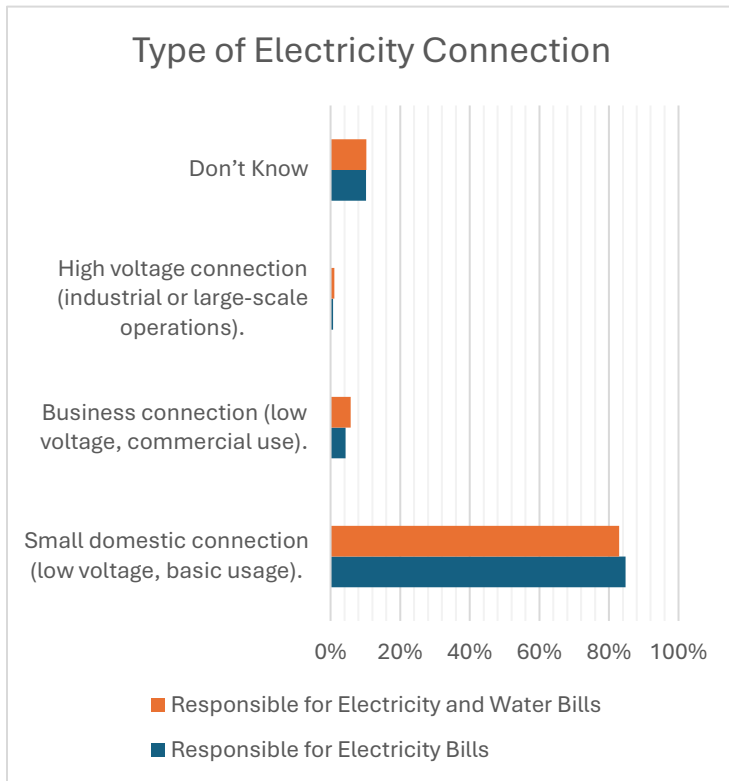


The data reveals a gap in consumer awareness regarding how electricity bills are calculated. Among customers responsible only for the electricity bill, 25% reported that they understand how their bills are computed, while 75% indicated that they do not understand the billing process. In contrast, among customers responsible for both electricity and water bills, a significant 76% stated they do not understand how their electricity bills are calculated, while only 24% claimed they do. This suggests that nearly half of these customers may not be fully aware of how their charges are determined, indicating a need for

clearer communication or education.

4.1.3 Type of Electricity Connection

Figure 3: Types of Electricity Connection



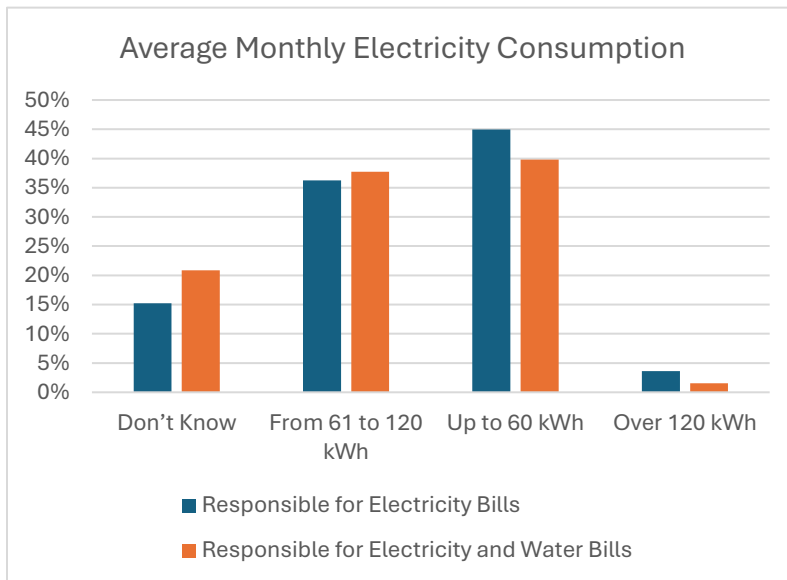
The data shows that most customers across both billing categories fall under small domestic connections, but there remains a concerning level of unawareness regarding connection types.

Among customers responsible for the electricity bill only, 85% report being on a small domestic connection, 10% do not know what type of connection they have, and 4% are connected through business connection while 1% are connected through high-voltage connections.

Among customers responsible for both electricity and water bills, 83% are also on small domestic connections, 10% do not know their connection type, 6% are under business connections while 1% are connected through high-voltage connections.

4.1.4 Average Monthly Electricity Consumption (in kWh)

Figure 4: Average Monthly Electricity Consumption (in kWh)



The data indicates that a substantial number of customers are unaware of how much electricity they consume monthly, limiting their ability to manage usage or plan budgets effectively.

Customers Responsible for Electricity Bill Only: 15% reported that they do not know their average monthly electricity consumption. Among those who are aware of their usage, 36% consume between 61 to 120 kWh, 45% consume up to 60 kWh, and 4% reported using more than 120 kWh per month.

Customers Responsible for Both Electricity and Water Bills: 21% indicated that they are not aware of their monthly electricity consumption. Among those who are informed, 38% reported usage between 61 to 120 kWh, another 40% consume up to 60 kWh, while 2% consume over 120 kWh per month.

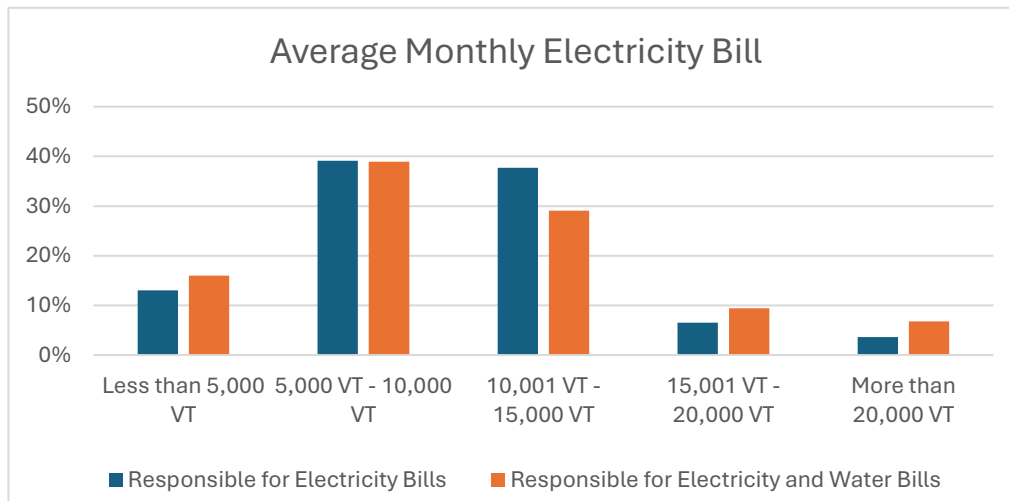
4.1.5 Average Monthly Electricity Bill (in Vatu)

The data reflects the spending patterns of customers on electricity and highlights differences between those responsible only for electricity bills and those responsible for both electricity and water bills.

Customers Responsible for Electricity Bill Only: When asked about their average monthly electricity expenditure, 13% of respondents indicated they spent less than 5,000 VT. The majority, 39%, reported spending between 5,000 VT and 10,000 VT, followed closely by 38% who spent between 10,001 VT and 15,000 VT. A smaller portion, 7%, reported spending between 15,001 VT and 20,000 VT, while only 4% indicated spending more than 20,000 VT per month.

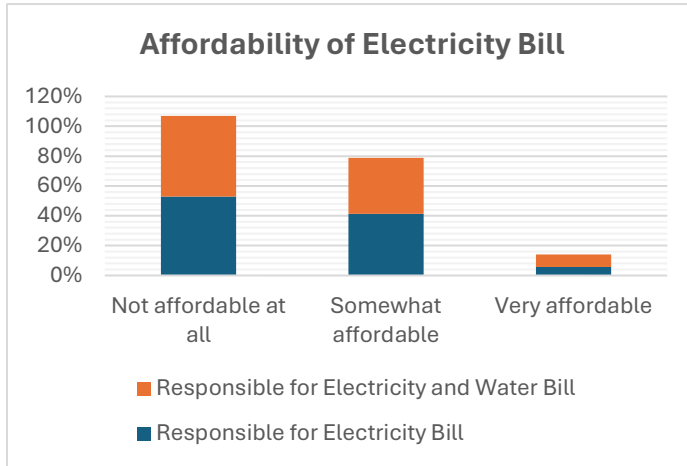
Customers Responsible for Both Electricity and Water Bills: Among those responsible for both electricity and water bills, 16% reported spending less than 5,000 VT. The highest share, 39%, fell in the 5,000 VT to 10,000 VT range, followed by 29% in the 10,001 VT to 15,000 VT bracket. Another 9% reported spending between 15,001 VT and 20,000 VT, while only 7% indicated spending more than 20,000 VT per month.

Figure 5: Average Monthly Electricity Bill



4.1.6 Affordability of Monthly Electricity Bill

Figure 6: Affordability of Monthly Electricity Bill



Customers Responsible for Electricity Bill

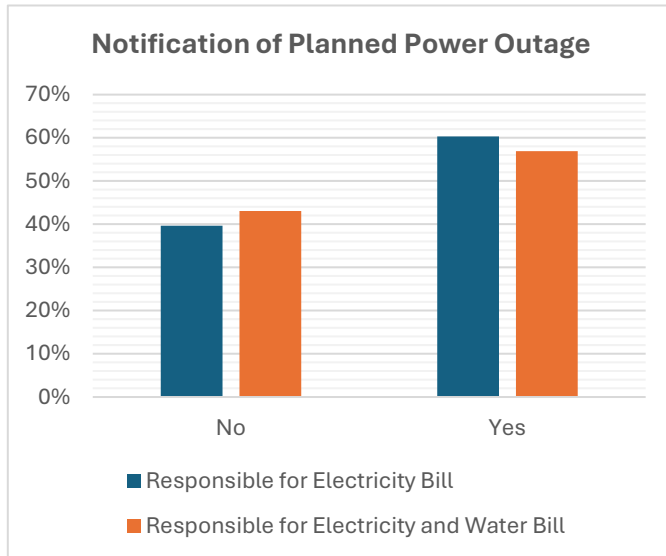
Only: When asked about the affordability of their electricity bills, 54% of respondents indicated that it is not affordable at all, 41% stated it is somewhat affordable, while only 5% felt that it is very affordable.

Customers Responsible for Both Electricity and Water Bills:

Over most respondents, 56% report their electricity bill is not affordable at all, 38% consider it somewhat affordable while only 6% say it is very affordable.

4.1.7 Notification of Planned Power Outages

Figure 7: Notification of planned power outage



This section assesses how well Unelco Engie communicates planned electricity interruptions to its customers. Timely notification of planned outages is important for minimizing inconvenience and ensuring customer preparedness.

Customers Responsible for Electricity Bill

Only: Over a majority, 60% stated they were notified in advance of planned outages. While 40% reported they were not notified.

Customers Responsible for Both Electricity and Water Bills:

When asked about the notification of planned power outage, 57% indicated they were notified whereas 43% said they did not receive any notification.

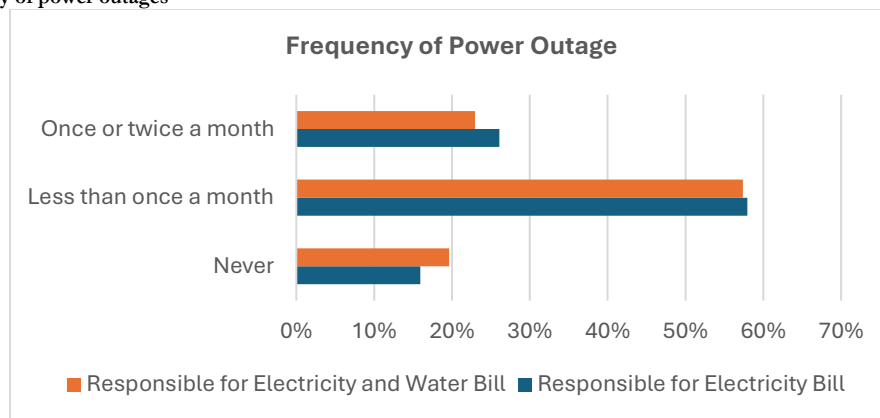
4.1.8 Frequency of Power Outages

This section captures how often customers experience electricity interruptions, providing insight into service reliability. Responses are grouped by whether customers are responsible for the electricity bill alone or for both electricity and water bills.

Customers Responsible for Electricity Bill Only: Regarding the frequency of power outages, 16% of respondents reported that they never experienced any, 58% stated they experienced outages less than once a month, 26% reported facing outages once or twice a month.

Customers Responsible for Both Electricity and Water Bills: When asked about the frequency of power outages, 20% of respondents indicated they never experienced outages, 57% experienced them less than once a month, 23% reported facing outages once or twice a month.

Figure 8: Frequency of power outages



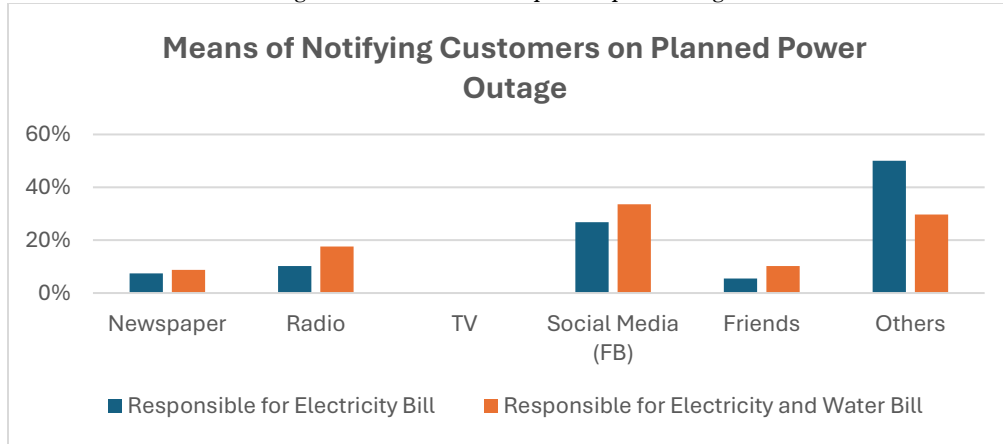
4.1.9 Means of Notifying Customers About Planned Power Outages

Understanding the communication channels used to inform customers about planned outages helps identify the most effective platforms and highlights areas for improvement in outreach.

Customers Responsible for Electricity Bill Only: Regarding how customers were informed about planned power outages, 50% reported being notified through other means such as in-person notices or phone calls. Meanwhile, 27% received notifications via social media, 10% through the radio, 7% via newspaper, and 6% were informed by friends or family. None of the respondents reported receiving notifications through television.

Customers Responsible for Both Electricity and Water Bills: In terms of how customers received notifications about planned power outages, 34% were notified via social media, while 30% received notifications through other means such as phone calls or in-person notices. Additionally, 18% were informed through the radio, 10% were notified by friends or family, and 9% received notices via newspaper. None of the respondents reported receiving notifications through television.

Figure 9: Notification about planned power outages.

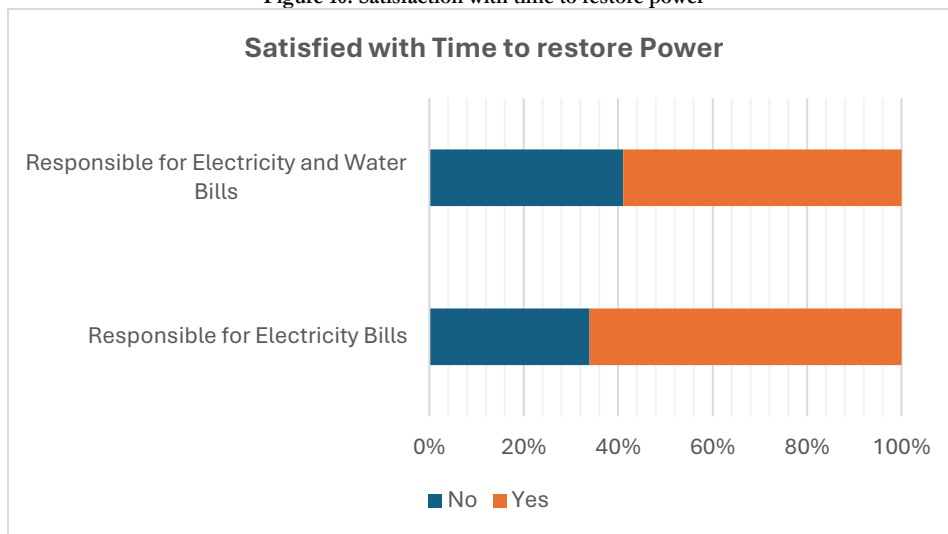


4.1.10 Satisfaction with Time to Restore Power

The data indicates that satisfaction with the time it takes to restore power after an outage is generally positive among both customer groups, but slightly lower for those responsible for both electricity and water bills.

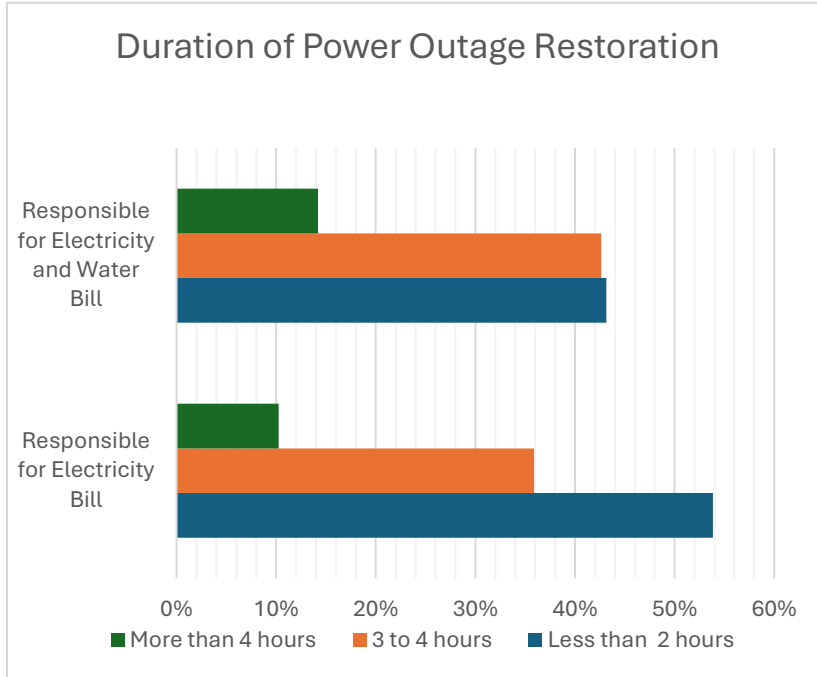
Among customers responsible only for electricity bills, 66% are satisfied with the restoration time, while 34% are not. In contrast, satisfaction drops to 59% among customers responsible for both electricity and water bills, with 41% expressing dissatisfaction.

Figure 10: Satisfaction with time to restore power



4.1.11 Duration of Power Outage Restoration

Figure 11: Duration of Power Outage Restoration

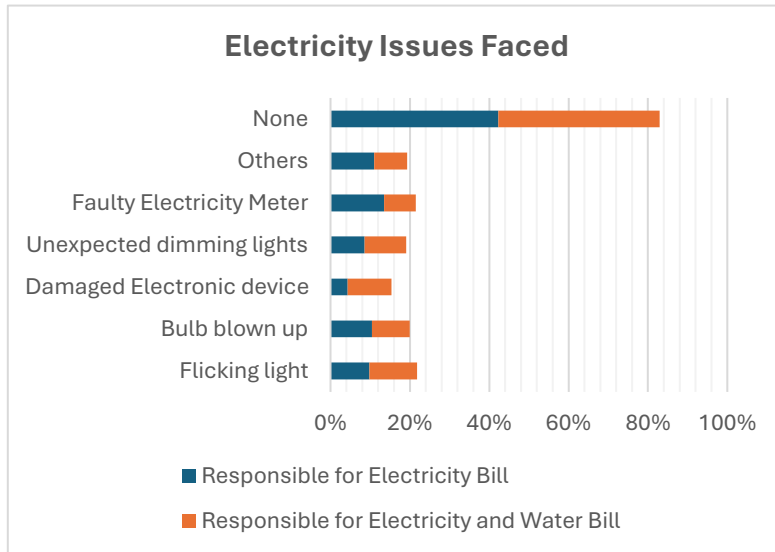


Among customers responsible for the electricity bill, 54% reported that power was restored in less than 2 hours, 36% said it took 3 to 4 hours, 10% indicated it took more than 4 hours.

For customers responsible for both electricity and water bills, 43% experienced restoration in less than 2 hours, 43% reported it took 3 to 4 hours, 14% said it took more than 4 hours.

4.1.12 Types of Electricity Issues Reported

Figure 12: Types of Electricity Used



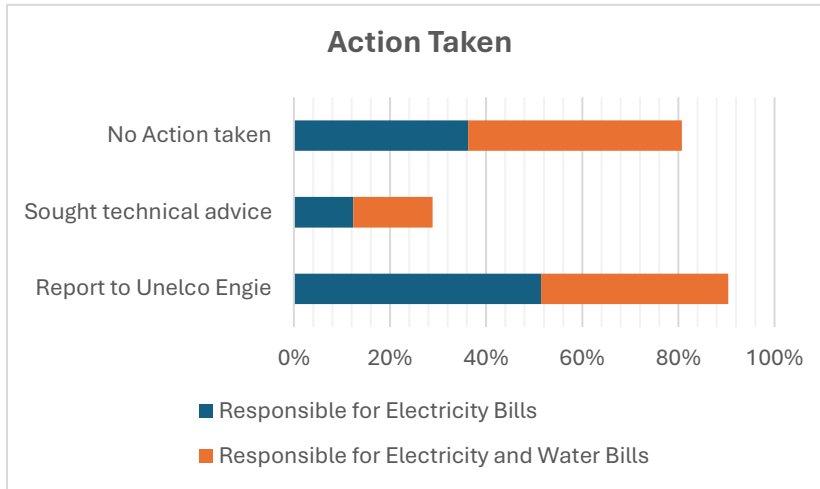
Among customers responsible only for the electricity bill, 42% stated they have no issues. The most reported issue was a faulty electricity meter at 13%, followed by other types of issues at 11%. Flickering lights and blown-out bulbs were reported by 10% of respondents, while 9% faced unexpected dimming lights. The least reported issue was damaged electronic devices, cited by 4% of respondents.

Among customers responsible for both electricity and water bills, 41% indicated they have no issues. Flickering lights

were the most reported problem at 12%, followed by damaged electronic devices at 11%. Bulbs blown out and unexpected dimming lights were each reported by 10% of respondents. A faulty electricity meter and other types of issues were each mentioned by 8% of respondents.

4.1.13 Action Taken When Experiencing Electricity Issues

Figure 13: Action taken when faced with electricity issues

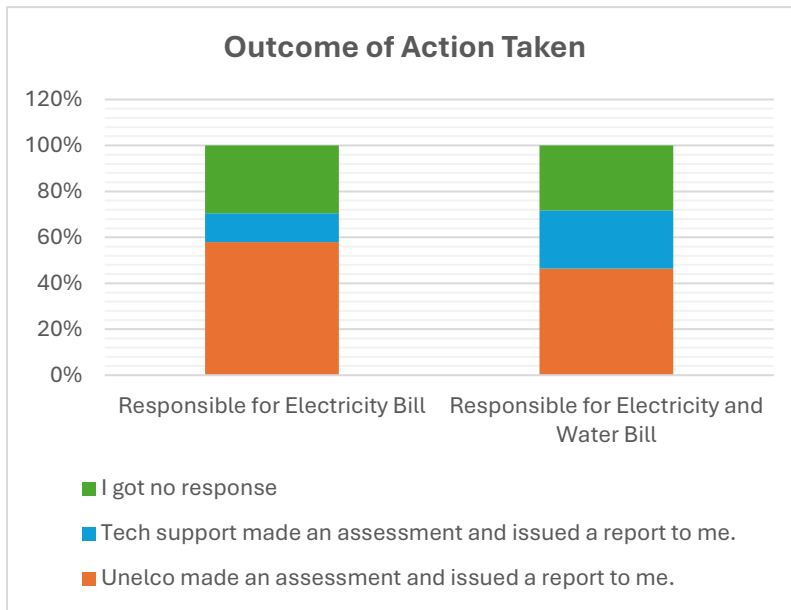


Among customers responsible only for the electricity bill, 51% reported the issue directly to UNELCO Engie, 12% contacted a technician, while 36% took no action after experiencing an issue.

Among customers responsible for both electricity and water bills, 39% reported the issue to UNELCO Engie, 17% reached out to a technician, and 45% did not take any action.

4.1.14 Response After Reporting Electricity Issues

Figure 14: Response after reporting electricity issues



Among customers responsible only for the electricity bill who took action, 58% stated that UNELCO conducted an assessment and issued a report, 13% received a report from a technician following an assessment, while 30% reported receiving no response after raising the issue.

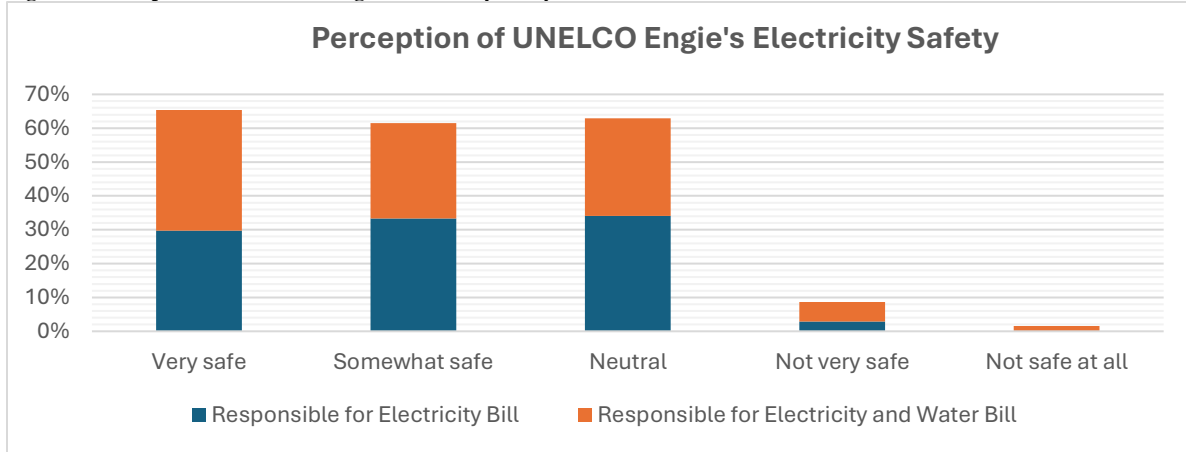
For customers responsible for both electricity and water bills who took action, 46% said UNELCO assessed the issue and provided a report, 25% received a technician's report, and 28% reported no response after taking steps to address the issue.

4.1.15 Perception of UNELCO Engie Electricity Safety

Among customers responsible only for the electricity bill, 30% believe the electricity supply is very safe, 33% consider it somewhat safe, 34% remain neutral, and 3% feel it is not very safe.

For those responsible for both electricity and water bills, 36% rate the electricity supply as very safe, 28% say it is somewhat safe, 29% are neutral, 6% believe it is not very safe, and 2% consider it not safe at all.

Figure 15: Perception of UNELCO Engie's Electricity Safety

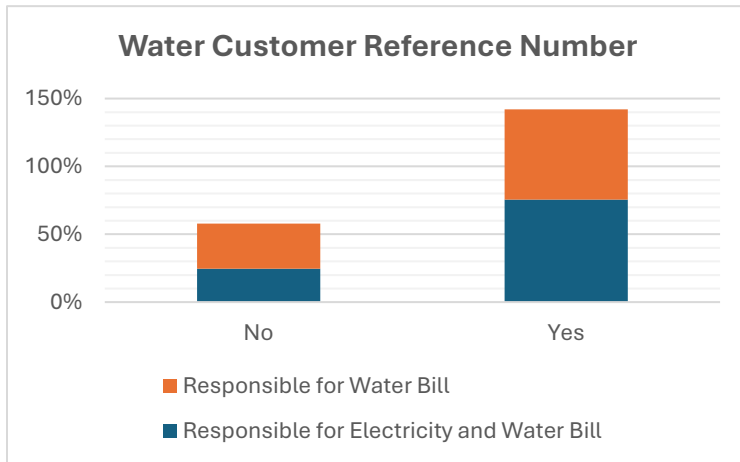


5 Water Services

To frame the analysis of water service findings, it is useful to note the scope of the recent UNELCO Engie customer survey. The survey achieved strong engagement, with a total of 728 participants responsible for electricity bills, water bills, or both. Of these, 713 respondents completed the electricity component, while 590 contributed to the water component. This provides a solid foundation for the insights presented in this section.

5.1.1 Water Customer Reference Number

Figure 16: Water Customer Reference Number

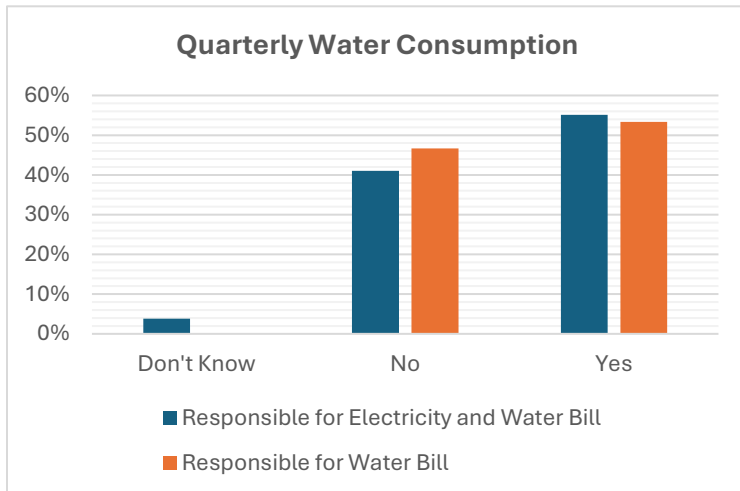


Among customers responsible only for the water bill, 67% report that they know their water customer reference number, while 33% say they do not.

Among those responsible for both electricity and water bills, a majority of 75% know their water customer reference number, whereas 25% report they do not know it.

5.1.2 Awareness of Quarterly Water Consumption

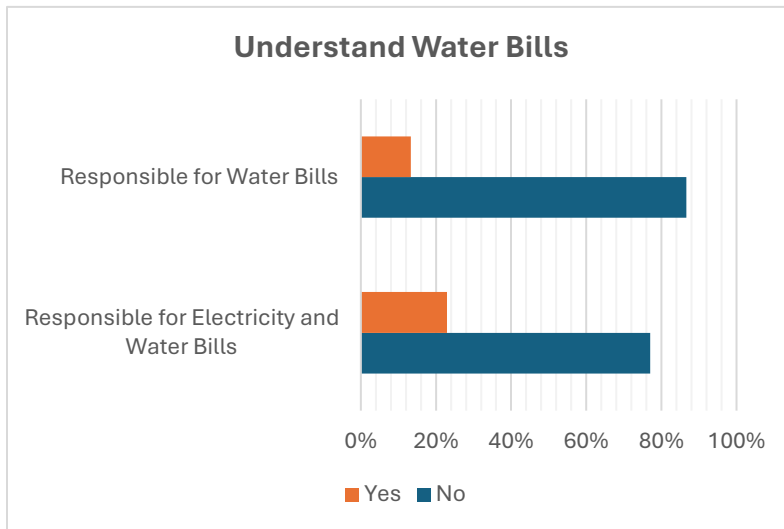
Figure 17: Awareness of Quarterly Consumption



Among customers responsible only for the water bill, 53% reported knowing their quarterly water consumption, while 47% responded "No," suggesting they are either not monitoring or unsure of their usage. Notably, 0% explicitly stated they do not know their usage. For those responsible for both electricity and water bills, 55% indicated they are aware of their quarterly water consumption. In contrast, 41% answered "No," indicating limited or no tracking, and 4% reported that they do not know their usage.

5.1.3 Understanding of Water Bill Computation

Figure 18: Understand Water Bills



Among customers responsible for the water bill, just 13% reported understanding how their water bills are calculated, while a significant 87% indicated they do not understand the billing computation.

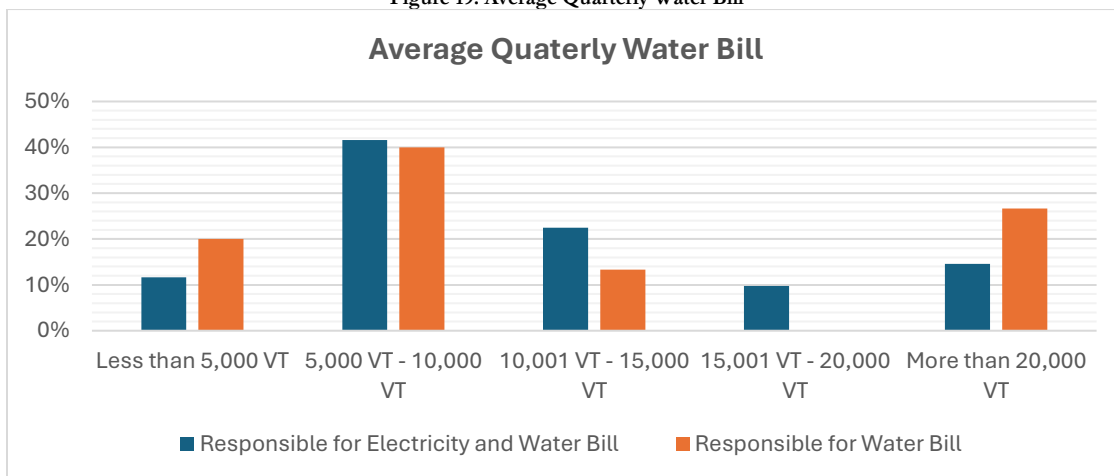
For those responsible for both electricity and water bills, 23% said they understand how their water bills are computed, whereas 77% reported a lack of understanding regarding how their charges are determined.

5.1.4 Average Quarterly Water Bill

Among customers responsible only for the water bill, 20% reported spending less than 5,000 VT per month. The largest share, 40% spend between 5,000 VT and 10,000 VT, followed by 13% who spend between 10,001 VT and 15,000 VT. Notably, none reported spending between 15,001 VT and 20,000 VT, while 27% reported spending more than 20,000 VT.

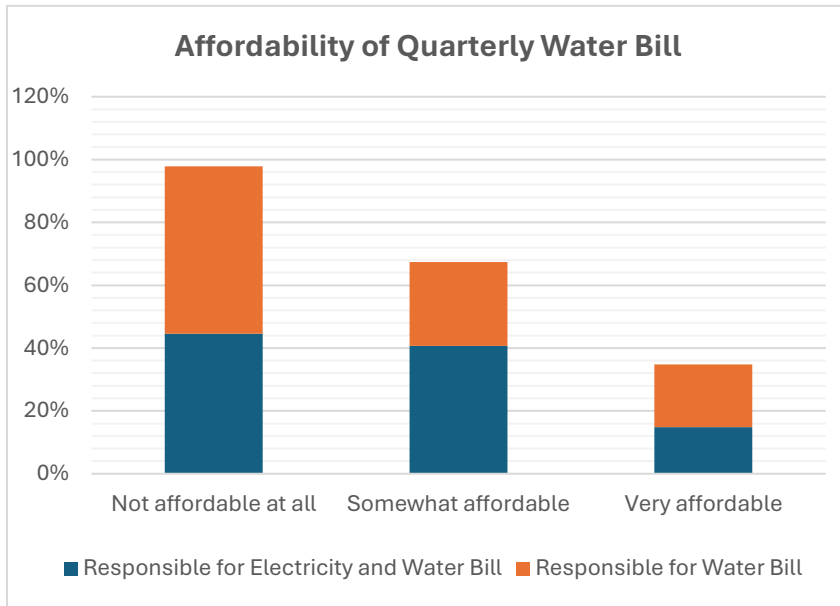
For customers responsible for both electricity and water bills, 12% reported spending less than 5,000 VT per month. The largest share, 42%, spend between 5,000 VT and 10,000 VT, followed by 22% who spend between 10,001 VT and 15,000 VT. Another 10% reported spending between 15,001 VT and 20,000 VT, while 15% indicated spending more than 20,000 VT.

Figure 19: Average Quarterly Water Bill



5.1.5 Affordability of Quarterly of Water Bills

Figure 20: Affordability of Quarterly Water Bills

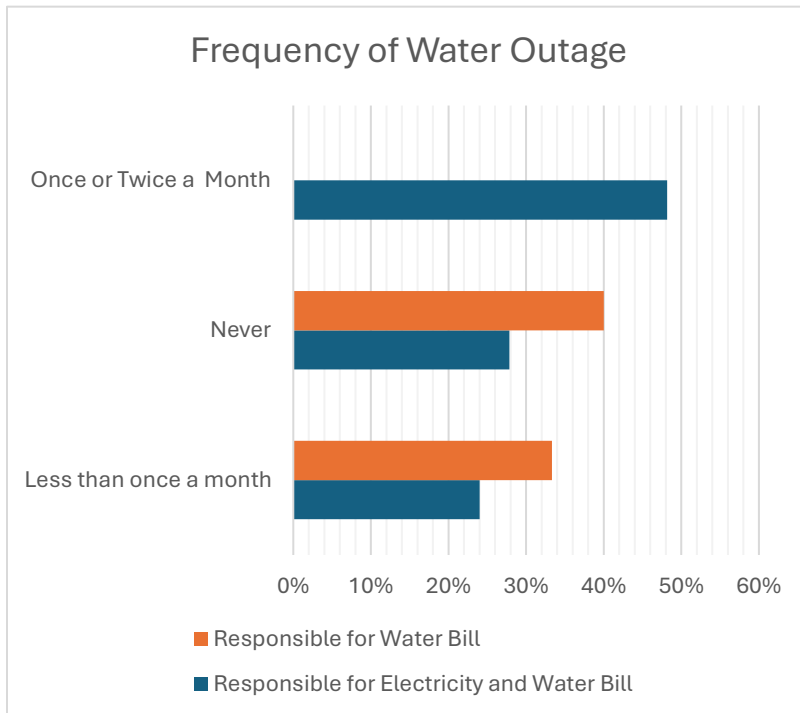


Among customers responsible only for the water bill, 53% reported that their water bill is not affordable at all. Meanwhile, 27% considered it somewhat affordable, and 20% said it is very affordable.

For those responsible for both electricity and water bills, 45% stated their water bill is not affordable at all. Another 41% said it is somewhat affordable, while 15% found it very affordable.

5.1.6 Frequency of Water Outages

Figure 21: Frequency of Water Outages

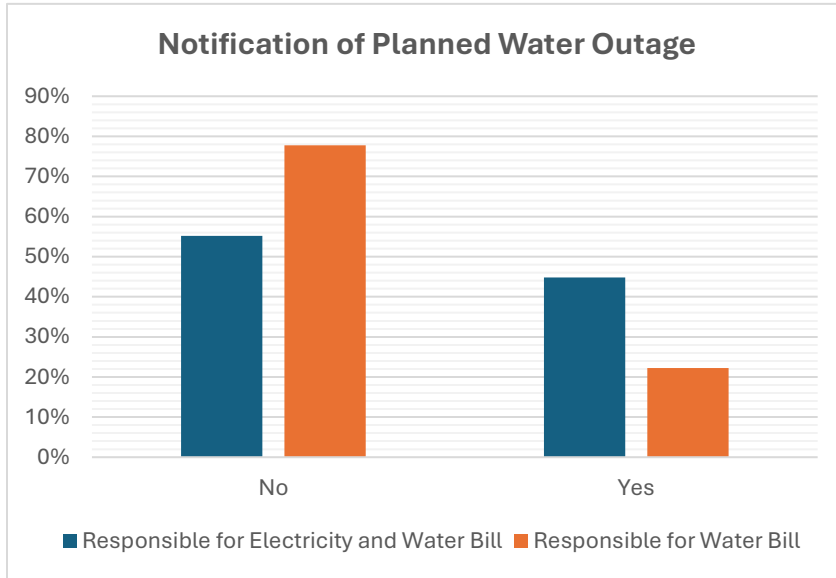


Among customers responsible only for the water bill, 40% reported never experiencing water outages. Another 33% said outages occur less than once a month. Only 27% occur once or twice a month.

For customers responsible for both electricity and water bills, 28% stated they never experience outages. A majority of 62% reported outages occur once or twice a month while 14% said it occur less than once a month.

5.1.7 Notification of Planned Water Outages

Figure 22: Notification of Planned Water Outage



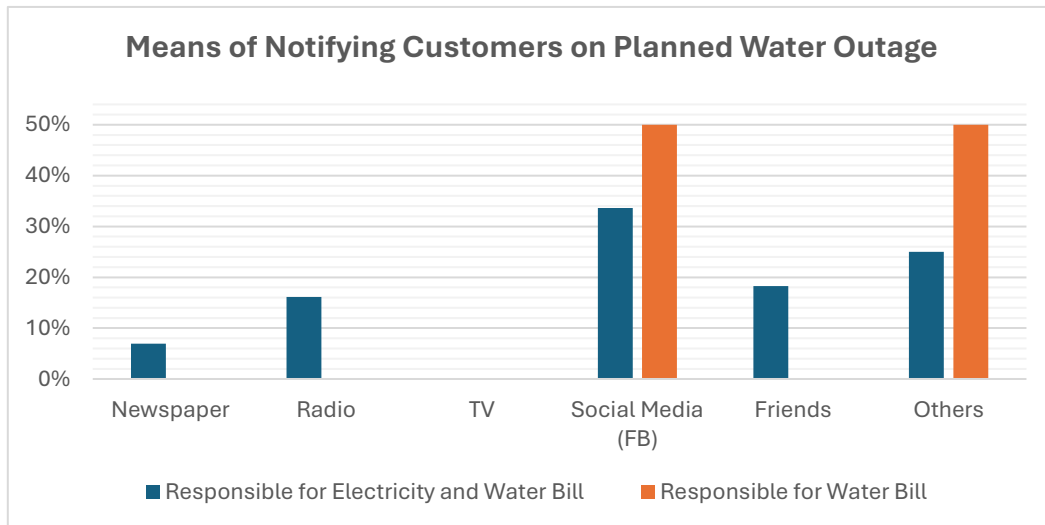
Among customers responsible only for the water bill, 78% reported not being notified about planned water outages, while only 22% said they had received such notifications.

For customers responsible for both electricity and water bills, 55% indicated they were not informed of planned outages, whereas 45% confirmed they did receive prior notification.

5.1.8 Means of Notification for Planned Water Outages

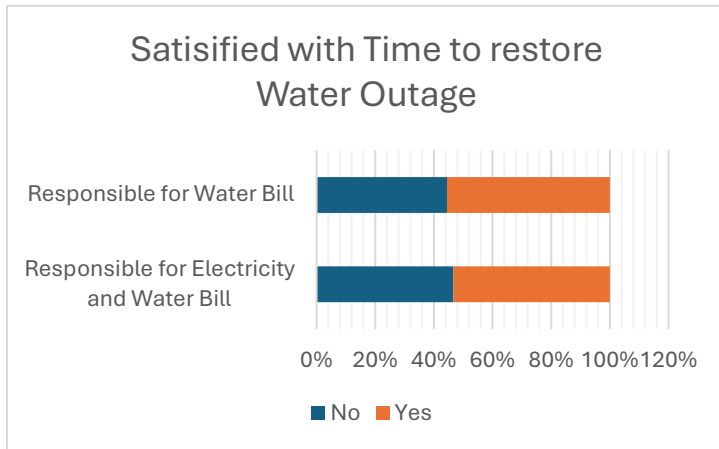
Among customers responsible for the water bill who were notified of planned outages, 50% received the information through social media, while the remaining 50% were informed through other unspecified means. None reported receiving notifications via radio, newspaper, friends, or TV. For customers responsible for both electricity and water bills who were notified, 34% received notifications via social media, 25% through other, 18% from friends, 16% via radio, and 7% through the newspaper. No one reported receiving notifications through TV.

Figure 23: Means of Notification for planned Water Outages



5.1.9 Satisfaction with Time Taken to Restore Water Outages

Figure 24: Satisfaction with time taken to restore water outages



Among customers responsible only for the water bill, 59% expressed satisfaction with the time it takes to restore water service after an outage, while 41% indicated dissatisfaction.

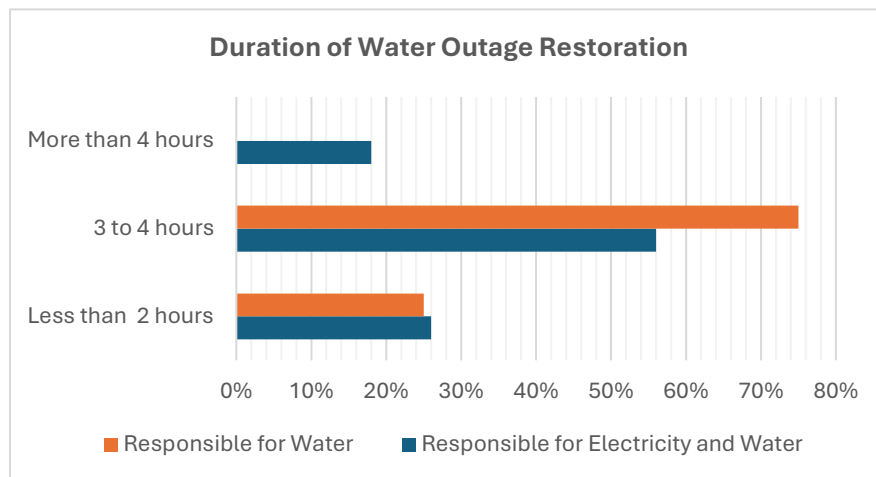
Among those responsible for both electricity and water bills, 66% reported being satisfied with the restoration time, whereas 34% said they were not satisfied.

5.1.10 Time Taken to Restore Water Supply After an Outage

Among customers responsible only for the water bill, 25% reported having water restored in less than 2 hours. However, 75% stated it took 3 to 4 hours.

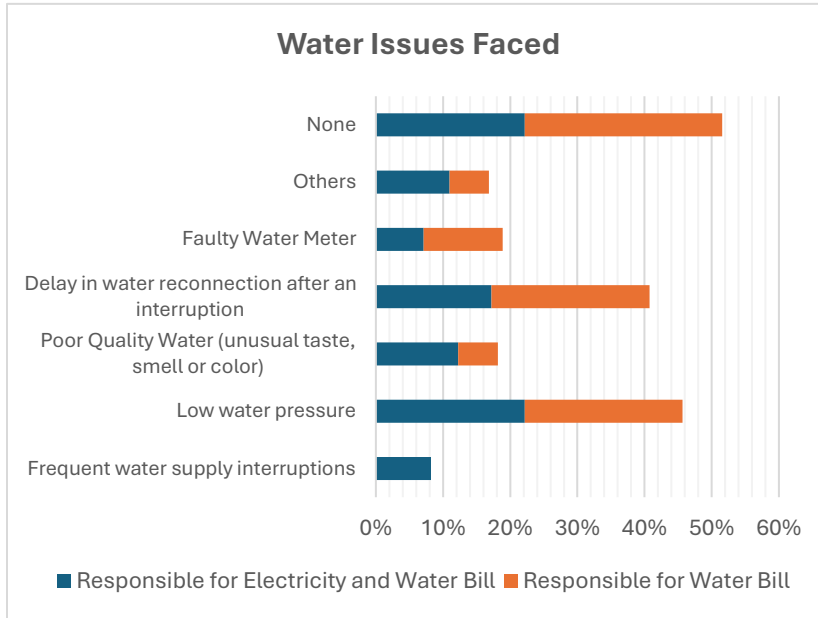
For customers responsible for both electricity and water bills, 26% had water restored in under 2 hours, 56% reported restoration within 3 to 4 hours, and 18% experienced restoration times exceeding 4 hours.

Figure 25: Time taken to restore water supply after outage



5.1.11 Types of Water Issues Experienced by Customers

Figure 26: Types of Water issues faced by Customers



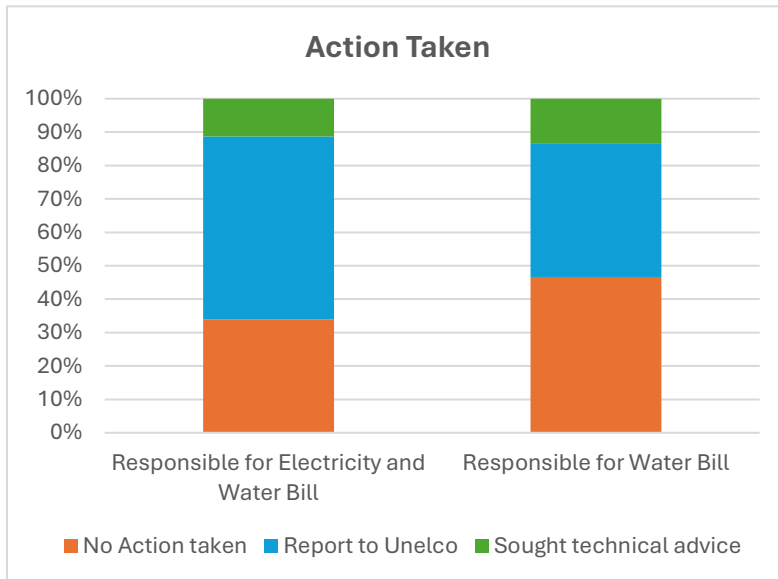
Among customers responsible only for the water bill, none reported frequent water supply interruptions. However, 24% experienced low water pressure, and another 24% faced delays in water reconnection following interruptions. Poor water quality such as unusual taste, smell, or color was reported by 6%, while 12% noted having a faulty water meter. An additional 6% mentioned other types of issues, and 29% reported no issues at all.

For customers responsible for both electricity and water bills, 8% experienced frequent supply

interruptions and 22% reported low water pressure. Poor water quality was reported by 12%, while 17% faced delays in reconnection. Faulty water meters were mentioned by 7%, and 11% cited other issues. Meanwhile, 22% reported having no issues.

5.1.12 Action Taken When Experiencing Water Issues

Figure 27: Action taken when experiencing water issues



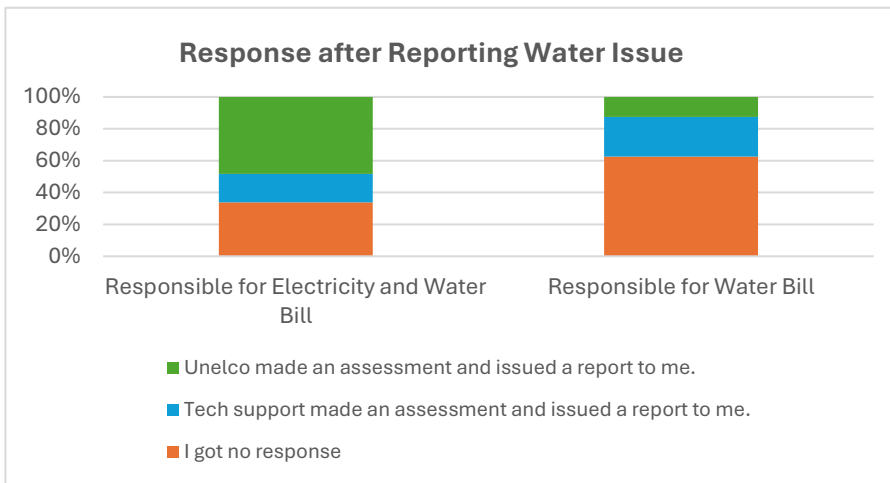
Among the dual-utility customers, 55% reported the issue to Unelco Engie, whereas only 40% of water-only customers did the same. Similarly, fewer of the dual-utility group, 34% took no action, compared to 47% of water-only customers. When it comes to seeking technical advice, the difference is minimal, with 11% of dual-utility customers and 13% of water-only customers pursuing this option.

5.1.13 Response After Reporting a Water Issue

Among customers responsible only for the water bill, 13% received an assessment and report from Unelco Engie, while 25% were assessed by a technician who provided a report. However, the majority of 63% indicated they received no response after raising an issue.

For those responsible for both electricity and water bills, 48% reported that Unelco Engie assessed the issue and provided a report, 18% received a technician’s report, and 34% stated they did not receive any response after lodging a complaint.

Figure 28: Response after reporting water issues

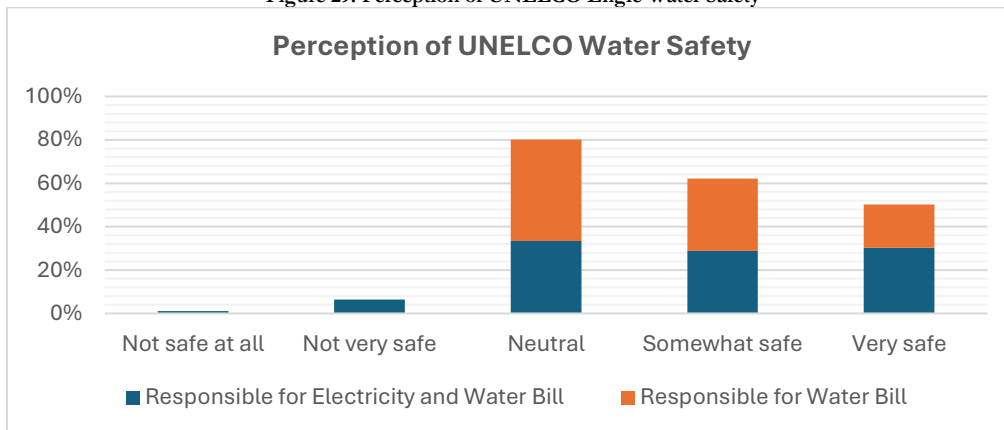


5.1.14 Perceptions of Unelco Engie Water Safety

Among customers responsible only for the water bill, 20% believe that Unelco Engie's water supply is very safe, 33% consider it somewhat safe, and 47% remain neutral in their perception of water safety.

For those responsible for both electricity and water bills, 20% also view the water as very safe, 29% consider it somewhat safe, and 33% are neutral. Meanwhile, 6% believe the water is not very safe, and 1% feel it is not safe at all.

Figure 29: Perception of UNELCO Engie Water Safety



6 Insights and Recommendations

6.1 Awareness & Understanding of Bills (Electricity & Water)

Findings:

- A significant portion of customers are unaware of their monthly electricity or quarterly water consumption.
- Many do not understand how their bills are calculated.

Recommendations:

- Develop and distribute simplified guides explaining how consumption is calculated and how to interpret bills.

6.2 Affordability of Services

Findings:

- A large number of respondents reported electricity and water as “not affordable at all.”

Recommendations:

- Provide tips for energy and water efficiency to help customers manage consumption and reduce costs.
- To help consumers better manage their bills, encourage customers for regular monitoring of usage and recommend switching to the ‘Other Low Voltage’ (TU) category for those who consistently use more than 120 kWh/month for more than three months in a row. This could lead to cost savings over time.

6.3 Service Interruptions and Restoration Times

Findings:

- Many respondents experienced delays in electricity and water restoration, with some waiting over a day.
- A notable share also reported no notification before planned outages.

Recommendations:

- Establish and communicate standard restoration timelines.

6.4 Customer Engagement & Feedback Channels

Findings:

- Some customers took no action after experiencing issues, and several did not receive a response after reporting.

Recommendations:

- Work with utility to strengthen customer service response systems.

6.5 Communication of Planned Outages

Findings:

- Many customers reported they were not informed of planned outages, particularly for water.
- The communication channels used were inconsistent.

Recommendations:

- Consider a “planned outage calendar” published monthly on the website or via community leaders.

Future customer surveys should be designed to capture responses based on specific customer categories. This approach will allow for more meaningful analysis and insights, helping the Authority better understand the unique challenges and priorities of each customer group.

7 Appendix

7.1 UNELCO Customer Survey Questionnaire

Introduction:

Q1. Please state your name. _____

Q2. Please state your gender. Male/Female

Q3. Where do you currently live? _____

Q4. Are you a customer of Unelco Engie?

- Yes -----> Move to Q5
- No -----> End Section

Q5. As a customer of Unelco Engie, what type of services have you received?

- Only Electricity
- Only Water
- Both Electricity and Water

Q6. Are you responsible for the electricity and/or water bill?

- Yes, responsible for Electricity -----> Move to Electricity Section
- Yes, responsible for Water -----> Move to Water section
- Yes, responsible for Electricity and Water -----> Move to Electricity and Water section
- No -----> End Section

Electricity Section

Q1. Do you know your Customer Reference Number (or Electricity Meter Number)?

Yes-----> Q1a

No -----> End Section

Don't Know -----> End Section

Q1a. If Yes, please state Customer Reference Number (or Electricity Meter Number)?

Q2. Do you understand how your electricity bills are computed? Yes/No

Q3. Do you know what type of connection do you have? If yes, please indicate the type of connection.

- Small domestic connection (low voltage, basic usage).
- Business connection (low voltage, commercial use).
- Dedicated connection to sports fields.
- Public lighting connection.
- Low voltage connection for non-household use.
- High voltage connection (industrial or large-scale operations).

- Don't Know

Q4. What is your average monthly electricity consumption (in kWh) .

- Up to 60 kWh
- From 61 to 120 kWh
- Over 120 kWh
- Don't Know

Q5. What is your average monthly electricity bill?

- Less than 5,000 VT
- 5,000 VT - 10,000 VT
- 10,001 VT - 15,000 VT
- 15,001 VT - 20,000 VT
- More than 20,000 VT

Q6. How affordable do you find your monthly total electricity bill?

- Very affordable
- Somewhat affordable
- Not very affordable
- Not affordable at all

Q7. How often do you experience power outages in your area?

- Several times a week
- Once a week
- Once or twice a month
- Less than once a month
- Never -----> Move to Q10

Q8. Were you notified in advance about any planned power outages in your area?

- Yes ----> Move to Q8a.
- No ---> Move to Q9

Q8a. If yes, how were you notified (You can select more than one)

- Newspaper
- Radio
- TV
- Social Media (FB)
- Friends
- Others

Q9. Are you satisfied with the time it takes to restore power after an outage?

- Yes
- No -----> Q9a

Q9a. If not, how long did it take to restore the power?

- Less than 2 hours
- 3 to 4 hours
- More than 4 hours
- 1 full day
- More than 1 day

Q10. Can you confirm if you have experienced any of the following issues in the last few months?

- Flicking light
- Bulb blown up
- Damaged Electronic device
- Unexpected dimming lights
- Faulty Electricity Meter
- Others
- None

Q11. What do you do when you experience these issues?

- Sought technical advice ---> Q12
- Report to Unelco ----> Q12
- No Action taken -----> Go to Q13

Q12. If you reported the matter to Unelco or sought technical advice, what was the outcome?

- Tech support made an assessment and issued a report to me.
- Unelco made an assessment and issued a report to me.
- I got no response

Q13. How safe do you think UNELCO's electricity services are, including maintenance and hazard prevention?

- Very safe
- Somewhat safe
- Neutral
- Not very safe
- Not safe at all

Water Section

Q1. Do you know your Customer Reference Number (or Water Meter Number)? Yes/No /Don't Know

Q1a. If Yes, what is your Customer Reference Number (or Water Meter Number)?

Q2. Do you know your average quarterly water consumption (in cubic meters)? Yes/No/Don't Know

Q2a. What is your average quarterly water consumption (in cubic meters)? _____

Q3. Do you understand how the water bills are computed? Yes/No

Q4. What is your average quarterly total water bill?

- Less than 5,000 VT
- 5,000 VT - 10,000 VT
- 10,001 VT - 15,000 VT
- 15,001 VT - 20,000 VT
- More than 20,000 VT

Q5. How affordable do you find your water bill?

- Very affordable
- Somewhat affordable

- Not very affordable
- Not affordable at all

Q6. How often do you experience water outages in your area?

- Several times a week
- Once a week
- Once or twice a month
- Less than once a month
- Never -----> Move to Q9

Q7. Were you notified in advance about any planned water outages in your area?

- Yes ----> Move to Q7a.
- No ---> Move to Q8

Q7a. If yes, how were you notified (You can select more than one)

- Newspaper
- Radio
- TV
- Social Media (FB)
- Friends
- Others

Q8. Are you satisfied with the time it takes to restore water after an outage?

- Yes ----> Move to Q9
- No --> Move to Q8a

Q8a. If not, how long did it take to restore the water?

- Less than 2 hours
- 3 to 4 hours
- More than 4 hours
- 1 full day
- More than 1 day

Q9. Can you confirm if you have experienced any of the following issues in the last few months? (You can select more than one)

- Frequent water supply interruptions
- Low water pressure
- Poor Quality Water (unusual taste, smell or color)
- Delay in water reconnection after an interruption
- Faulty Water Meter
- Others
- None

Q10. What do you do when you experience these issues?

- Sought technical advice ---> Q11
- Report to Unelco ---> Q11
- No Action taken ----> Go to Q12

Q11. If you reported the matter to Unelco or sought technical advice, what was the outcome?

- Tech support made an assessment and issued a report to me.

- Unelco made an assessment and issued a report to me.
- I got no response

Q12. How safe do you think UNELCO's water services are, including maintenance and water quality?

- Very safe
- Somewhat safe
- Neutral
- Not very safe
- Not safe at all