ICCC: Water PNG has performed well in 2012

The standard of Water PNG’s service delivery has improved in 2012 as compared to the previous year, the Independent Consumer and Competition Commission analysis on Water PNG has indicated.

The majority of the service targets set in 2009 Water and Sewerage Pricing Arrangement Report have been met by Water PNG in 2012.

ICCC Commissioner and Chief Executive Officer Dr Billy Manoka said: “In comparison to 2011, the ICCC acknowledges that Water PNG has performed well with regards to customer complaints; population coverage; service connections; service reliability; and product quality assurance.

Dr. Manoka said: “The analysis also indicated that reliability of more than 97% of the total hours/month was achieved across the nation except for Alotau, Daru, Kundiawa and Wewak.

“Water PNG needs to improve on reliability in those four provincial centres.”

The turbidity compliance target of 90% < 5ntu, was achieved in Kavieng, Daru, Madang, Mt Hagen and Popondetta. However, the same cannot be said of the other provinces.

Dr Manoka stressed the need for improved quality control in terms of chlorine residual compliance and called for improved outcomes in Daru and Lorengau where problems have persisted.

He added that the general public misuse of the water system in the communities affected the performance of Water PNG, and this adversely affected the supply of fresh water in those communities.

In concluding Dr Manoka said: “The Commission urges Water PNG to strive to achieve the targets that have not been met in 2012.”

This is the first time ICCC is publishing the service standard performance of Water PNG and will continue to do in the future.
For more information Contact Dr Billy Manoka by calling 325 2144 or email queries to bmanoka@iccc.gov.pg

Authorized By:

DR. BILLY MANOKA, PhD
Commissioner & Chief Executive Officer

October 09th, 2013

Background

The Commission is empowered by the Independent Consumer & Competition Act and Prices Regulation Act to control or monitor the prices and efficiency of supply of certain goods and services which have been declared by the Minister for Treasury.

Under the Prices Regulation Act the Minister, based on recommendations from the Commission, has the power to declare a good or service for regulation purposes. The Minister may by way of notice published in the National Gazette, declare any goods or services supplied or capable of being supplied, for their prices or services to be controlled or monitored by the Commission.

Currently, the goods and services declared for price control or price monitoring are:

1. Sugar
2. Rice
3. Flour
4. Fuel
5. Taxi and PMV fares
6. Stevedoring and Handling Services
7. Water and Sewerage Services

The Independent Consumer and Competition Commission has completed a comprehensive analysis of the water service performance for Water PNG Limited by comparing the water service standards targets set in the 2009 Water and Sewerage Pricing Arrangement Final Report against actual service performance in 2012 which was submitted to the Commission on April 15, 2013.

"Sections 6 and 7 of the ICCC Act allow the Commission to make available information in relation to matters affecting the interests of consumers, including information with respect to the rights and obligations of persons (including companies) under PNG laws that are designed to protect the interests of consumers."

The Commission assessment is based on the report given by Water PNG, without any verification being done by the Commission, and the Commission reserves its rights to review its assessment and comments on the report should any information contrary to the information provided in Water PNG’s report become known to the Commission later.