

EXECUTIVE ORDER NO. 83

Re Upgrading of Utility Collection Agency to become a separate Division within the Bureau of National Treasury, Ministry of Administration.

WHEREAS, on 29 September 1982, when Executive Order No. 9 setting forth the reorganization of the Executive Branch of the Government of the Republic of Palau was issued, monthly readings of utility meters was listed as among various functions of the Division of Public Utility, Bureau of Public Works within the Ministry of National Resources; and

WHEREAS, on 18 July 1983, Executive Order No. 15 was promulgated and effectively transferred the responsibility for monthly meter readings, including processing of customer billings, timely utility collections and power to enter into agreements with customers for installment payments of delinquent accounts, to the Division of Revenue and Taxation, Bureau of National Treasury, Ministry of Administration; and

WHEREAS, for the past six years the duties, responsibilities and functions of the Utility Collection Agency have gradually expanded to include more work, i.e. installation, repair, re-connection and maintenance of electric and water meters; enforcement of rules and regulations pertaining to customers application for and usage of electrical and water services; and

WHEREAS, expanded duties and responsibilities concomitantly require recruitment of more staff personnel and call for upgrading and streamlining of supervisory authority and management of said Utility Collection Agency;

NOW, THEREFORE, by virtue of the authority vested in me under the Constitution and laws of the Republic of Palau, it is hereby ordered, proclaimed and declared that:

- (1) Executive Order No. 9, Part II - Ministry of Administration, Section I - Bureau of National Treasury, as amended, is further amended by adding a new Subsection thereto to read as follows:

“(d) Utility Collection Division. Headed by a Chief who is responsible to the Director, and divided into Meter Reading Section; Billings Section; Enforcement Section; and Installment and Repair Section. The Utility Collection Division shall have, but not necessarily limited to, the following duties, responsibilities, and functions:

- (i) conduct monthly readings of electric and water utility meters of public utility customers including commercial residential, governmental, non-profit or religious organizations and other consumers or users thereof;
- (ii) enter meter readings data into computer billing program and to ensure accuracy and timeliness in the preparation and notification

to the customers of their monthly public utility consumption;

- (iii) keep up-to-date records and conduct ongoing review of each individual customer account for current billings, payments, delinquencies, etc.;
 - (iv) install and/or reconnect electrical and water meters upon request from customers as well as those disconnected customers who become delinquent in utility payments upon criteria approved by or based on the instruction Or the Minister of Administration;
 - (v) install, test, repair or replace any malfunctioning electrical or water meters and test the same to ensure correct electrical or water consumption is being registered by the meters;
 - (vi) keep track on all delinquent accounts against billing statements and review overdue installment payments and take necessary actions with the view towards settling the accounts, entering into new installment payment agreements, or explore other alternative solutions;
 - (vii) prepare draft rules and regulations for efficient operation and management of the Utility Collection Division for review by the Director and approval by the Minister of Administration.
- (2) Executive Order No. 15 issued on 18 July 1983 is hereby rescinded and rendered without force and effect.
- (3) Minister of Administration is hereby empowered to approve rules and regulations in the implementation of this Order, provided, however, that said rules and regulations shall be consistent with this Order and applicable laws, rules and regulations of the Republic of Palau.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal this 15th day of November, 1989, at the State of Koror, Republic of Palau.

[signed by Vice President Kuniwo Nakamura]
Ngiratkel Etpison
President
Republic of Palau