

MEMORANDUM OF UNDERSTANDING

For Conduct of Customer Satisfaction Survey 2014

**to collect feedback on the services provided by EPC
to all its clients**



between

SAMOA BUREAU OF STATISTICS

and

ELECTRIC POWER CORPORATION

February 2014

THIS MEMORANDUM OF UNDERSTANDING ("MOU") is entered into on this 6th day of February in Apia, Samoa.

Between the SAMOA BUREAU OF STATISTICS, a government office that was established under the Statistics Act 1971 and is currently a public sector bureau, (hereinafter referred to as "SBS").

AND

The **ELECTRIC POWER CORPORATION**, a current government corporation (hereinafter known as "EPC").

WHEREAS:

EPC in line with its Corporate Plan 2013-2015 desires to carry out a Customer Satisfaction Survey to establish a baseline rating of Customer Satisfaction and improve EPC Customer Services;

The Government Bureau of Statistics has experience and relevant data in Samoa needed to carry out research and survey on both the islands of Upolu and Savaii;

The Parties agree that EPC shall pay for the SBS to undertake the survey, present the findings through a written report containing data interpretation and analysis to EPC.

The Parties agree to the following:

I. PURPOSE

1. This MOU is made for the purpose of sharing and exchanging of statistical household information and maps data in order to conduct the EPC Customer Satisfaction Survey in Samoa whereby the survey should be designed in order to get data of the customers' perceptions on:

- (i) Reliability of electricity supply
- (ii) Customer Service

- (iii) Complaint management
- (iv) Public awareness (schedule/unscheduled works, tariff charges, fee structure etc)
- (v) Billing (timely reading and accuracy of bill)
- (vi) Cashiering services (availability and convenience of vending services)
- (vii) Faults service (timely response and quality of service)

2.This MOU will also facilitate the sharing of the EPC list of their registered commercial customers whereby the list should also specify the customers name, district and village of location.That information will enable SBS to establish a sampling frame to randomly select the respondents to represent commercial customers of the corporation.In terms of sampling, probability random sampling will be used to select respondents and only after that selection is made that the names will be used for distribution and collection of the survey questionnaires.

All shared information shall be kept strictly confidential under the Statistics Act 1971 and pursuant to this Agreement.

II. OBJECTIVES

The objectives of this MOU are to:

- a) Foster and enhance cooperation and collaboration in the sharing of household data, maps data and commercial customers data for the purpose of the Survey;
- b) obtain and utilize the expertise of an Independent and experienced Surveyor to avoid risks
- c) Standardize information available from the survey to maintain, in data recording, reporting certainty consistency in interpretation and storage of data;
- d) Promote the exchange of information and foster good and effective communication between the parties;

- e) Assist in customer consumption monitoring
- f) To help EPC monitor and improve its customer service and delivery

III. TERM OF REFERENCE AND FUNDING

The SBS agrees to:

- (i) Manage and coordinate the newly established survey
- (ii) Pay salaries of the 4 full-time staffs throughout the survey cycle of at least -17 weeks (February 3 – May02)
- (iii) Prepare survey and sampling design
- (iv) Advertise and recruit hired workers and vehicles
- (v) Print questionnaires, manuals, lists and maps
- (vi) Prepare media and public awareness
- (vii) Conduct training and pre-testing of questionnaires
- (viii) Conduct data collection, field edits and coding
- (ix) Conduct call-backs of eligible households who were not available in the initial visits
- (x) Conduct data entry, compilation and processing
- (xi) Conduct data analysis and report writing
- (xii) Produce and present final report to EPC within 17 weeks. Failure to do so, SBS will bear all additional expenses for the survey
- (xiii) Be solely responsible for the safety of all temporary and permanent staff involved
- (xiv) To indemnify EPC for any damage ,loss,injury to the public in the course of the survey

The EPC agrees to:

- (i) Produce electronic questionnaire to SBS for training and printing purposes

- (ii) Produce the most recent List of all commercial customers in the corporation by the names, district and village of location
- (iii) Assist with the distribution and collection of the questionnaires from selected commercial customers
- (iv) Provide all funding as proposed in the attached **Survey Budget** according to the **Survey Work Plan dates**, in order to avoid delays to the flow of survey activities and impacting on the ending date of the project.

V. DATA OWNERSHIP

All information and data obtained, interpreted and presented in the Report to EPC belong to EPC.SBS may use it upon obtaining written approval of EPC.

VI. LANGUAGE

The Parties agree that all documents and correspondence shall be conducted and communicated in the English language and Samoan language where appropriate.

VII. EFFECTIVE DATE

This MOU shall come into effect on the date of signature and will remain in force until the SBS delivers the final Survey Report within 17 weeks of signing this MOU.

If the survey is not completed within 17weeks, SBS shall pay the Expenses of staff and resources needed to complete the survey and hand to EPC.

VIII. TERMINATION

This MOU may be terminated by either upon the expiration of the contract unless extended by mutual agreement by both Parties.

If the Contract is terminated due to failure of SBS to complete the survey, all data and information obtained from the survey belong to EPC and in addition, SBS shall compensate EPC for the amount spent on the survey proportionate to the work already completed.

IX. MODIFICATION

This MOU may be modified upon mutual agreement by both parties.

X. DISCLAIMER

Both parties make no claims, representations, warranties (express or implied) concerning the validity (express or implied), reliability or accuracy of household lists and map data furnished under this MOU (including the implied validity of any uses of such data). This clause shall survive termination of this MOU.

XI. LIABILITY

EPC will not be liable to any injury, damage or loss sustained by SBS and its agents in the course of carrying out the survey. SBS is responsible for the safety of all its employees involved in the survey.

XII. CONTACT PERSONS

EPC Contacts Person

- Masoe Iosefa Tautua – Manager Sales & Marketing
- Vavaemuitiiti Samasoni-Fepuleai – Communications Officer
- Morreau Sagaga – Assistant Communications Officer

SBS Contact Persons

- Malaefono Taua – ACEO – Census and Survey Division
- Taiaopo Faumuina Principal Statistician-Quality Management

Signed in Apia, Samoa on this 06th day of February 2014

SAMOA BUREAU OF STATISTICS

Name: Muagututia Sefuiva Reupena
Position: GOVERNMENT STATISTICIAN

THE ELECTRIC POWER CORPORATION

Name: Tologatā G.L.T.Tile Lei'a Tuimalealiifano
Position: GENERAL MANAGER