

## 3.6 Tonga Additional Services

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### Overview

Generally most services that may be required for an agency's immediate program support needs are available. Up to date technology and training has been imported from Australia and New Zealand.

For more information on company contact details, please see the following link: [4.2.8 Tonga Additional Service Provision Contact List](#).

### Accommodation

Due to Tonga's popularity as a tourist destination there is a reasonable amount of accommodation options (over 50) ranging from high-end hotel to backpacker and lodges. Longer-term rental house are in shorter supply although there are currently a number of entrepreneurial developers building specifically for this market.

### Electricity and Power

Tonga has around 85% of the population on-grid and high levels of supply reliability. Voltage is 220-240V. Plugs are 2 V-shaped flat prongs. Cost of electricity is high largely as a result of Tonga's reliance on diesel-powered generation for on-grid services.

Service is generally reliable and uninterrupted. Short localised outages may be experienced as a result of damaged lines after severe storms

Tonga Power Limited (TPL), the national utility, generates and distributes electricity on all four grids (Tongatapu, 'Eua, Ha'apai, and Vava'u), and are currently powered by diesel generators fuelled with automotive diesel oil (ADO).

In 2000, when the last energy balance table was compiled, imported petroleum products accounted for 75% of Tonga's energy supply, with 25% from biomass (i.e. fuel wood and wood waste, coconut and palm oil residues) and off-grid solar PV.

The Energy sector has been identified as one of the infrastructure sectors at greatest risk from the impacts of climate change and natural disasters.

Electricity and Power Summary Table			
Production Unit	Type ( <i>Hydroelectric, Thermal, etc.</i> )	Installed Capacity (MW)	Current Production (MW)
Tongatapu Grid	Diesel powered generator	7.9 MW	The total demand for electricity, year ending July 2012 was approximately 53.2 gigawatt-hours (53,200 MW)
	Solar photovoltaic plant	1.2 MW	
Ha'apai Grid	Diesel powered generator	.372 MW	
Vava'u Grid	Diesel powered generator	1.9 MW	
Eau Grid	Diesel powered generator	0.372	

### Financial Services

Australian and New Zealand bank (ANZ) and Bank Of the South Pacific (BSB) are present in Tonga. There are a number of ATM machines where most major international banks can be accessed, on the 3 main islands. All normal banking facilities are present.

## ANZ Bank

ANZ Tonga is a full service retail and commercial bank that offers comprehensive products and services for individuals as well as businesses.

Publicly listed company

Company Overview		
Company Name	ANZ Bank	
Address	ANZ Retail Building, Taufa'ahau Rd Nuku'alofa	
	Available?	Comments <i>(max / min transfer or exchange amounts, etc.)</i>
Has IBAN, BIC, or SWIFT number?	Yes	Swift code ANZBTONN
Provides currency exchange?	Yes	
Will initiate / receive wire transfers?	Yes	-
Provides Loan / Credit services?	Yes	
Other Comments or Key Information	All normal banking services available	

Other Locations	
Region(s)	Service Location(s)
Vava'u	Neifu: Fatafehi Rd (Branch plus ATM)

For contact details, please see: [4.11 Tonga Additional Service Provision Contact List](#)

## Bank of the South Pacific (BSP)

Offers Premium Banking Services Centres in all major towns in Papua New Guinea, Fiji and Solomon Islands. Publicly listed company.

Company Overview		
Company Name	Bank Of The South Pacific (BSB)	
Address	Nuku'alofa	
	Available?	Comments <i>(max / min transfer or exchange amounts, etc.)</i>
Has IBAN, BIC, or SWIFT number?	Yes	Swift: BOSPTONU
Provides currency exchange?	Yes	
Will initiate / receive wire transfers?	Yes	-
Provides Loan / Credit services?	Yes	
Other Comments or Key Information	All normal banking services available	
Other Locations		
Region(s)	Service Location(s)	
Vava'u	Neifu: Branch plus ATM	

## Clearing and Forwarding Agents

There are numerous customs clearing and freight forwarding agents in the capital operating to international standards.

## Handling Equipment

There are many forklifts and other items of handling equipment operating in the port region ranging from 2 - 30 mt capacity. Individuals or small operators generally own these. They will be made available in case of emergency under government edict if necessary, however historically such items are readily volunteered in emergency situations.

NEMO is currently taking delivery of 2 new forklifts and sundry other handling equipment for immediate disaster relief work.

## Postal and Courier Services

Tonga Post is Government owned and provides mail and courier services to all the islands. International courier services FedEx and DHL are also present offering international services.

## Printing and Publishing

There are printing and copying services available to international standards in the capital Nuku'alofa.

## Taxi Companies

Taxi services are available in major towns. They are unmetered but generally reliable and safe to travel in. You should ensure driver actually knows location of required destination before embarking.

## Vehicle Rental

There are international and local rental companies available. There is reasonable supply, standard and variety of vehicle options. A company should be able to satisfy its immediate vehicle requirements on arrival in Tonga.

## Waste Management and Disposal Services

Waste Authority Limited (WAL) controls solid waste collection and disposal. This includes responsibility for the disposal of sewage sludge at the Tapuhia landfill facility on Tongatapu. WAL provides waste collection services covering all of Tongatapu, but on other islands, formal arrangements for solid waste collection are not in place. Likewise, formal arrangements for sanitary disposal of solid waste are not in place on other islands, except for Vava'u. WAL is progressively improving its performance but continues to require financial support from Government as it has a growing maintenance backlog. In addition there are problems with the design of WAL's existing equipment and facilities, and the illegal dumping of waste is an emerging issue.

On other outer islands, formal arrangements for solid waste disposal do not exist.

There is a basic recycling program in place focussed on aluminium cans.

### WASTE DISPOSAL-NON-HAZARDOUS

See above

### WASTE DISPOSAL-HAZARDOUS

Oil and fuel waste has been collected and used by Tonga Power Limited to generate electricity

Quantities of waste including electronics, oil and fuels are still disposed of in an unregulated manner to unmonitored landfills.

Black and grey water is carried to WAL's treatment facility where it is filtered and chemically treated to 'neutralize' pathogens and then run to ground. Solid waste goes to landfill.

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