PUBLIC UTILITIES REGULATORY COMMISSION

ANNUAL REPORT 2018

Mission

To build a credible and sustainable utility regulatory regime that protects the Stakeholders' interest.

Vision

To be a model Utility regulatory institution in Africa

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I The Commission

The Commission is made up of nine members who are appointed by the President in consultation with the Council of State. The Commission consists of a Chairman, an Executive Secretary, 4 persons with knowledge in matters relevant to the functions of the Commission, and a representative each of the Trades Union Congress (TUC), the Association of Ghana Industries (AGI) and Domestic Consumers.



Mr. Michael Opam (Chairman), B.Sc Chemical Engineering, MSc Energy Management and Policy. Mr. Opam is an energy sector expert with extensive experience in engineering, energy economics and policy analysis. He served as an acting Executive Secretary of the Energy Commission, Ghana from 2015 to 2016 and was a member of the Board of Directors of the Electricity Company of Ghana (ECG) between 2006 and 2008. Mr. Opam also worked as a Technical Director at the Ministry of Energy from 2006 to 2009, having served as coordinating secretary to the Ghana Power Sector Reform Committee which undertook the design and development of Ghana's Power Sector Reform Programme (1994-1997).



Mrs. Mami Dufie Ofori (Member and Executive Secretary) B.Sc. (Hons) Development Planning, MBA Project Management with professional training in Corporate Strategy, Financial Policy, Strategic Planning and Utility Regulation and Strategy from prominent institutions. Mrs. Ofori worked as a Senior Economic Planning Officer (1996 – 2001) at the Ministry of Finance, representing the Ministry on its World-Bank sponsored advisory committee on the restructuring of the Water Sector. From 2012 to 2017 she worked in key positions at the Public Utilities Regulatory Commission and was at one time also a Director of the Local Content Unit of the Ministry of Power, being one of the key developers of Local Content Regulations for the electricity sector.



Prof. Joe Amoako-Tuffour (Member) B.A., M.A. and Ph.D. in Economics. He is a Professor of Economics with Public Policy experience and interest in Natural Resource Economics, Monetary Economics and Public Finance. Professor Amoako-Tuffour was the Director of Research at the African Center for Economic Transformation (2015-2017). He worked as a Tax Policy Advisor at the Ministry of Finance and Economic Planning, and was significantly involved with the Revenue Management Technical Team, Oil and Gas Fiscal Regime and Fund Types Technical Team from 2009 to 2011. Professor Amoako-Tuffour at one time served as a visiting scholar to the Ministry of Finance and Economic Planning and worked on the tax exemptions regime and taxation of the mining sector in Ghana.



Mr. Emmanuel Sekor (Member) BL, LLM Natural Resources and Environmental Law and Policy. Mr. Sekor is an energy sector, legal, regulatory and policy expert specializing in electricity, renewables and petroleum. He has been active in the energy sector in Ghana and internationally and is also an expert in the design and operation of regulatory frameworks, institutional building and stakeholder dialogue, advising extensively on creating enabling environments for energy sector investments in Africa. Mr. Sekor is currently a Principal Consultant and the energy practice lead at REM Law Consultancy. He once worked in the Ministry of Mines and Energy and the Public Utilities Regulatory Commission of Ghana.



Mr. Ishmael Edjekumhene (Member) BA, Land Economy MSc, Economics (Public Policy) is the Executive Director of the Kumasi Institute of Technology and Environment (KITE), a policy research and advocacy non-governmental organization working in the energy, environment and technology sectors. He has over 17 years of research and working experience in the energy, environment and technology sectors. He was a member of the Electricity and Natural Gas Technical Committees of the Energy Commission and a pioneering member of the Public Interest and Accountability Committee (PIAC) from 2011-2014. He chairs the Steering Committee of the Sustainable Energy Network of Ghana, which is the first country affiliate of the Energy Access Practitioner Network.



Dr. Yaw Adu-Gyamfi (Member) BSc, Chemistry and Mathematics. He also holds a Doctorate Degree in Pharmacy from Mercer University in Atlanta Georgia, USA and an Executive MBA from the Ghana Institute of Management and Public Administration (GIMPA), Ghana. He is the CEO of Danpong Group of Companies and Danadams Pharmaceutical Industry Ltd and is currently the president of the Association of Ghana Industries (AGI).



Mr. Ebo Quagrainie (Member), BSc Electrical Engineering, is an expert in software engineering. He worked as a systems engineer at British Telecom, New York and was also Head of IT at the Continental Acceptances Merchant Bank (now CAL Bank) where he designed the first network of computers and built the first indigenous banking software for CAL Bank. As a principal engineer at the New York Power Authority, Mr. Quagrainie has experience in undertaking corrective and preventive maintenance on power plants. He was at one time a member of the board of Ghana Civil Aviation Authority. He is currently Director for Technical Services at Savvytech Ghana Limited, an engineering consultancy company providing services to the mining, power and petroleum industries.



Mrs. Dora Oppong (Member), MBA (Finance) and Chartered Accountant. Mrs. Oppong has undertaken professional courses in finance, audit and accounting from renowned institutions including the Harvard School Business (USA). Mrs. Oppong worked as the Accounts Manager and Deputy Head of Internal Audit of the Social Security and National Insurance Trust (SSNIT). Mrs. Oppong has served on the advisory board of JOSPON Group of Companies and the Audit Reports Implementation Committees (ARIC) of several state institutions. She was one of the pioneer Commissioners of the Postal and Courier Services Regulatory Commission and is currently serving on the Board of Coconut Grove Hotels.



Mr. Daniel Owusu-Koranteng **(Member)**, BSc Agriculture and M.A. in Human Resource Development. Mr. Owusu-Koranteng has professional qualifications in General Agriculture, Project Analysis and Workers' Education. He is a member of the Board of Directors of the Ghana Dock Labour Company at the Tema Port. He was a member of the Environmental Committee of the UN Global Compact in Ghana and served as a member of the ECOWAS Committee of Experts that prepared the Draft ECOWAS Directive on harmonisation of policies and guidelines in the mining sector for ECOWAS member states. He is currently the General Secretary of the Maritime and Dockworkers' Union and Executive Director of WACAM.

By virtue of section 10 of the Public Utilities Regulatory Commission Act, 1997 (Act 538), the Commission works through committees which conduct in-depth analysis of policy and operational issues relating to the work of the Commission. The Committees, which comprise a blend of Commissioners, external experts and Secretariat staff, are:

COMMITTEE	FUNCTIONS
Finance and Administration Committee	▪ Review of personnel policies, financial procedures and reports.
Technical Committee	▪ Consideration of utility tariff applications, tariff methodology, structure and benchmarking and reports of technical and operational audits of utility companies.
Legal, Complaints and Dispute Resolution Committee	▪ Review of enactments affecting the Commission, consumer complaints management and PURC dispute settlement mechanisms and oversight of Regional offices.

Additionally, in accordance with statutory requirements, the Commission has an Entity Tender Committee and an Audit Committee which were established in accordance with the Public Procurement Act, 2003 (Act 663) and the Public Financial Management Act, 2016 (Act 921) respectively.



In 2018 the Commission, as mandated by the Public Utilities Regulatory Commission Act, 1997 (Act 538), continued to examine utility rates which would assist in financial sustainability of services, effectively collaborating with stakeholders to protect the interest of consumers and providers of utility services as well as monitoring standards of performance.

Performance of the Commission

By the nature of its work the Commission manages sensitive national issues relating to electricity, natural gas and water availability, provision and pricing. PURC therefore remains keenly aware of the delicate balance between economic imperatives and social constraints. For the period under review, the Commission's focus was on enhancing its internal efficiency with respect to strategies for monitoring utility performance, to ensure that PURC fulfils its mandate of protecting value for money. The strategies developed continue to be examined to strengthen the Commission's performance and increase stakeholder confidence in utility regulation in Ghana.

The Commission also undertook important working visits to some utility facilities around the country to appreciate issues of concern to the service providers. Critical issues identified included the growing menace of illegal mining which has a significantly negative impact on the production of potable water. This issue has been brought to the attention of Government and will be kept on the forefront of the Commission's agenda in 2019 until it is finally resolved. PURC is mindful of its strategic role in economic development and preservation of the country's natural resources.

Improving PURC's Ability to Deliver on its Key Functions

To further improve upon its regulatory tools, the Commission in 2018 engaged the services of Fichtner Management Consulting AG in collaboration with the Kwame Nkrumah University of Science and Technology to undertake a tariff study and tariff implementation plan. This was done within the framework of the Millennium Challenge Compact II with the overarching aim of identifying an acceptable tariff transition path, which will enable PURC maintain cost reflective tariffs over the regulatory period 2019 through to 2023.

In the year under review PURC also extensively engaged its stakeholders in the consideration of draft consumer service regulations. The regulations are to address challenges encountered by the Commission's staff in field and investigative works, improve utility responsiveness to regulatory directives and facilitate the enforcement measures of the Commission. The Commission's overall objective is to secure improved quality of service whilst enhancing PURC's visibility.

As part of its social policy, the Commission developed new guidelines for PURC pro-poor water projects. This will assist PURC and its project partner the Ghana Water Company Ltd. to respond to the needs of various communities without pipe-borne water. In respect of electricity, the Commission In collaboration with the Energy Commission continued to engage stakeholders on the Ghana Solar Support Project (GSSP), which was

aimed at deploying 200,000 stand-alone roof top solar systems to residential households and small-to-medium-scale enterprises to relieve the power network.

Appreciation

The Commission is grateful for the cooperation it has received from all its stakeholders including the Government of Ghana, external committee members, utility service providers, multilateral institutions and contractors, consumers and management and staff of PURC. The Commission counts on the continued support of key players in the regulated industries in its quest to provide a credible and sustainable utility regulatory regime in Ghana, which protects the interests of all stakeholders.

Mr. Michael Opam
Board Chairman

Executive Secretary's Statement

In 2018 the Commission concentrated its efforts on effective monitoring of the regulated utility companies. This was done as part of the Commission's mandate to ensure that consumers of these utility services received value for money as well as improved service quality. To this end, the following approaches were adopted:

Pricing for Electricity Tariffs

The Commission in its review of tariffs was careful to accept only prudent and efficient costs. In this regard, the March 2018 tariff decision gave consideration only to power generating plants and ancillary facilities which were in operation and which had a direct impact on service provision.

Stakeholder Consultation in Tariff Setting Processes

The Commission in line with its policy of dialoguing with its stakeholders, undertook extensive consultations across the country in arriving at its tariff decisions. These stakeholders include the Association of Ghana Industries (AGI), Trades Union Congress (TUC), Ghana Chamber of Mines, Consumer Protection Agency (CPA), the Media, Think Tanks including IMANI Ghana and special consumer groups. These consultations discussed selected economic, technical and service quality parameters of utility tariff applications. In the interest of transparency, the tariff proposals were published on both the Commission's and utility company websites with summaries widely published in national newspapers. This was done to encourage public engagement and scrutiny of the proposals and to also educate the public on utility issues.

Tariff Determination

The Commission approved and published electricity and water tariffs effective March 15, 2018 and July 15, 2018 respectively. Subsequently, two quarterly reviews were undertaken by the Commission for June - September, 2018 and October – December, 2018. In applying the quarterly reviews, the Commission considered movements in four basic variables namely:

- Hydro-Thermal Generation Mix
- Fuel price changes
- Consumer Price Index (CPI)
- Ghana Cedi-US Dollar Exchange Rate.

The Commission, however, took a decision not to make any adjustments in electricity and water tariffs. This was because the net effect of movements in the above variables did not warrant changes in the approved tariffs.

Monitoring of Facilities and Operations of Regulated Utilities

In 2018 the Commission committed a sizable proportion of its human, financial and material resources to monitoring the operations and infrastructure of the regulated utilities, using regulatory benchmarks which are periodically revised for relevance.

The Commission also undertook community monitoring to enable it measure quality of service delivery by the regulated utilities. Subsequent to this, a number of public awareness programs were organised by the Commission to educate consumers with respect to their rights and responsibilities.

As part of the monitoring exercises, the Commission audited investments undertaken in line with tariff proposals submitted by the utilities and capital investment allowances granted by the Commission.

These monitoring exercises revealed that the utilities were short on infrastructure such as network configurations to sync different types of meters, working tools and equipment, which negatively impacts their operations and service quality delivery. These shortfalls have been discussed with the affected utility companies and their proposed strategies continue to be monitored by the Commission.

Performance of the Regulated Utility Companies

Performance of the regulated utilities was generally satisfactory. This was indicated by overall grid stability in electricity supply, adequate supply of water by the Ghana Water Company Limited (GWCL) as well as a reduction in customer complaints.

Decentralization of the Commission's Operations

The year 2018 witnessed the establishment of a new PURC regional office in Sunyani in the Brong-Ahafo region, bringing to 7 the number of PURC regional offices. This decentralisation effort is to enable the Commission bring its services closer to consumers and by extension make PURC's presence felt across the country.

Finance and Administration

The Commission's total revenue for the period under review was GHS53, 009,683.00. Total expenses was GHS24, 445,097.00, thus creating a revenue surplus of GHS28, 564,586. Actual cash collection received during the period was GHS25,650,108, this compared to the total revenue was only 48% as the collection rate. Despite the collection rate being an improvement over the previous year's financial position of 46%, the continued non-payment of levies due the Commission by the Ghana Grid Company Ltd. (GRIDCo) and the Ghana National Gas Company Limited poses a serious threat to the Commission. PURC continues to pursue this issue to ensure that the utility companies honour their statutory obligations to the Commission. Management on its part deployed severe cost cutting measures to help the Commission function and deliver on its mandate at a minimum level and ensure the effective and judicious utilisation of available funds for efficient administration of the Commission.

The Commission for the period under review recruited 19 staff spread across its Head Office and Regional Offices. Total staff strength as at the end of 2018 stood at 91. The Commission encourages continuous learning and professional development to maintain a highly skilled workforce in a competitive utility service environment.

Mami Dufie Ofori (Mrs)
Executive Secretary

II The Secretariat

The Commission is supported by a Secretariat staff with engineering/technical, economics, financial, legal, customer service and other expertise. The directorates of the Secretariat are: Regulatory Economics, Energy Services and Performance Monitoring, Water Services and Performance Monitoring, Regional Operations, Legal Services and Finance and Administration. The Secretariat is headed by the Executive Secretary.



Mrs. Mami Dufie Ofori – (Executive Secretary and Commissioner) B.Sc. Development Planning, MBA Project Management. *Mrs. Ofori was at one time the Director for Consumer Services and the Director, Special Duties of PURC where she coordinated the Commission's Strategic Plan, monitored regulatory standards, established and managed the Commission's regional offices, among others.*



Ing. Emmanuel Fiati (Director – Water Services and Performance Monitoring) *BSc Mechanical Engineering, Executive MBA, Chartered Banker (ACIB). He previously worked in various engineering capacities in AngloGold Ashanti. He is a member of the Ghana Institution of Engineering, Chartered Institute of Bankers (Ghana), Chartered Management Institute (UK), and American Society of Mechanical Engineers.*



Ing. (Rev) Oscar Amonoo-Neizer (Director – Energy Services and Performance Monitoring) *BSc. Electrical Engineering, Executive MBA. Prior to his appointment at PURC, Rev. Amonoo-Neizer worked as the Head of Power Division and Chief, Office of Technical Regulations at the Energy Commission of Ghana from February 2010 to February 2013.*



Dr. Simons Yao Akorli (Director, Regulatory Economics. *PhD Energy Economics and Policy, MSc Energy Economics, BCom & Diploma Education. Prior to joining PURC, Dr Akorli worked with Worldwide Investments as consulting Energy Economist and Nielsen Corporation, Ghana (formerly AC Nielsen Ghana), as Operations Manager.*



Mrs. Nancy Atiemo (Director - Legal Services)
LLB 1995, LLM Energy Law and Policy. *Mrs. Atiemo previously worked as a Senior Associate at the Ghartey & Ghartey Law Firm and as a Solicitor at Lynnes, Quarshie-Idun and Co. She is a member of the Ghana Bar Association and the International Bar Association.*



Alhaji Jabaru Abukari (Director, Regional Operations). B.A (Hons) Psychology, M.A Public Affairs. Before being appointed to his current position Alhaji Abukari worked as the Greater Accra Regional Manager as well as the Tamale Regional Manager of PURC.



Mr. Wallace Duodu (Director, Finance and Administration) *BSc. Administration, MBA, Chartered Accountant. He once worked with Pricewaterhouse (PwC) Ghana Limited, African Mining Services and Her Majesty's Revenue and Customs Edinburgh, UK. Mr. Duodu is a member of the Association of Chartered Certified Accountants (UK), the Institute of Chartered Accountants (ICA) Ghana, the Institute of Internal Auditors (IIA) and the Association of International Petroleum Negotiators (AIPN).*

III List of Abbreviations

AAF	**-**	Automatic Adjustment Formula
BGT	-	Bulk Generation Tariff
CSCs	-	Consumer Service Committees
ECG	-	Electricity Company of Ghana
GRIDCo	-	Ghana Grid Company Limited
GWCL	-	Ghana Water Company Limited
KWh	-	Kilowatt – Hour
KVA	-	Kilovolt – Ampere
M^3	-	Cubic Meter
MW	-	Megawatts
NEDCO	-	Northern Electricity Distribution Company
TICO	-	Takoradi International Company Ltd.
VRA	-	Volta River Authority

IV Executive Summary

1.0 Introduction

The Commission's focus for 2018 was to promote its corporate image and ensure enhanced quality of service through effective monitoring and strong enforcement measures. The Commission was able to commit greater resources to monitoring the major water and electricity systems around the country. This was to enable PURC ascertain the status of utility investment projects which is a key component in tariff determination. It was also to monitor operational efficiency. Through its monitoring activities, PURC was able to highlight some of the operational challenges faced by the utilities and proposed measures to address such challenges.

The effectiveness of the Commission's enforcement measures was enhanced with the drafting of a Consumer Service Regulations. This Regulation is intended to help address challenges encountered by the Directorates of the Commission in their field and investigative works. The draft regulation also incorporated a schedule of charges to be used as administrative penalties against defaulting utility companies. The draft Regulations is under consideration by the Commission's Legal, Dispute and Complaint Resolution Committee.

1.1 Special Projects

During the year under review, the Commission continued to enhance water service provision though its Pro-Poor Water Projects. In line with that, the Commission developed three (3) pro poor water project documents to aid in the implementation of the projects. Documents developed included Guidelines for Pro Poor Water Applications, Pro Poor Water Application Form, and Reporting Format for Pro Poor Water Projects. An 8-member Pro Poor Water Management Team was also constituted during the year by the Executive Secretary to replace the defunct Pro Poor Working Group. The team comprised three (3) members from the Ghana Water Company Limited (GWCL) and five (5) members from PURC. The team is chaired by the Executive Secretary and has representation from the Commission's Water Directorate, Procurement Department, and Finance and Admin Directorate.

Following the President's Special Initiative on solar deployment as captured in the 2015 State-of-the-Nation Address, PURC in collaboration with the Energy Commission initiated the Ghana Solar Support Project (GSSP) during the year under review. The GSSP was aimed at meeting the energy demand of households and Small-to-Medium-Scale Enterprises (SMEs) through the deployment of 200,000 stand-alone roof top solar systems to shave off about 200MW of generation addition.

1.2 Performance of Regulated Utility Companies

The performance of the utility companies was monitored with the objective of ensuring systematic improvements in quality of service.

Electricity

The Commission carried out its scheduled Reliability and Regulatory Monitoring of Generation, Transmission and Distribution utilities across the country. Total installed generation capacity for the year under review totalled approximately 4,632MW with a dependable capacity of 3,976MW. Hydro generation constituted 34.09% while thermal generation constituted 65.42%. Akosombo Generating Station (AGS) contributed the

highest capacity (installed and dependable) while Safisana Biogas contributed the least capacity in Ghana's Power System. Data available to the Commission indicates that total dependable capacity at the end of 2018, was 85.8% of the total installed capacity. Over the period the daily average peak demand was approximately 2,215MW signifying a 12.8% increase over the 2017 figure of 1,963MW. The maximum daily peak demand recorded was 2,225MW while the minimum value was 1,875MW.

The Commission also undertook Reliability and Regulatory Compliance Monitoring and Evaluation in the Eastern, Western, Upper West and Upper West Regions to assess the efficiency and reliability of power supply as well as general operations of the distribution companies. Some key issues identified during the evaluation exercise included among others inadequate network protection systems leading to nuisance operations of protective devices, poor grounding (earth) of switchgears and transformers, Faulty prepaid vending machines in some outstations/districts, among others. The concerned distribution utilities, Electricity Company of Ghana (ECG) and Northern Electricity Distribution Company (NEDCo) have since been informed of the findings.

Urban Water

In 2018, the Commission carried out inspections and audits of GWCL treatment plants in the Ashanti, Volta, Central, Brong Ahafo, Upper East and Upper West Regions. Based on the audits, the major challenges faced by the water systems nationwide included, among others, raw water challenges, power challenges, obsolete laboratory equipment, and unusual variation in non-revenue water figures (NRW). Generally, all physical, chemical and bacteriological parameters inspected in the log books of all the water treatment plants audited were within recommended limits, conforming to the National Drinking Water Standards GS175-1:2013 4th Edition as prescribed by the Ghana Standards Authority. Test results from water samples taken from the Vea, Brimso and Kwanyako Water Treatment Plants and Babianeha Borehole system in the Central Region did not conform to the recommended pH, iron, and turbidity standards.

The Commission also undertook analysis of GWCL's tariff revenue, collections and payments for the period under review. The analysis indicated a marginal decrease in actual GWCL Revenue over PURC's Approved Revenue averaging 1.8% over the twelve-month period from January 2018 –December 2018.

1.4 Tariff Determination

The Commission in 2018, received submissions from Utility Service Providers (USPs) requesting upward adjustments in both electricity and water tariffs. Subsequently, the Commission approved and published electricity and water tariffs which took effect from March 15, 2018 and July 15, 2018 respectively. With respect to tariff adjustments based on PURC Automatic Adjustment Formula (AAF), two quarterly tariff reviews, analysis and determinations were conducted by the Commission between June 2018 and December 2018. These two Quarterly Tariff Adjustments covered July 2018 – September 2018 and October 2018 – December 2018. Between both quarters however, there was a decision not to pass through any increments in electricity and water tariffs.

1.5 Consumer Services

The Commission received a total of 5,226 consumer complaints in 2018. Out of the total number of complaints, about 4,938 were resolved. The Commission, through its complaint management processes, investigated and

resolved billing, metering, quality of service, damaged equipment, disconnections, and payment complaints. The Commission also embarked on utilities and community monitoring in eight regions across the country as part of its activities to measure the quality of service delivered by the utilities. This was also done to gauge the level of customer satisfaction concerning service provision from consumers. In its quest to sensitise utility consumers, the Commission undertook a number of public awareness programs to educate consumers about their rights and responsibilities. The outreach, mostly in the form of community durbars included; increasing awareness about the Commission, its activities, and functions; and to receive consumer complaints.

Chapter 1 The Commission in Focus

The Public Utilities Regulatory Commission (PURC) was established under the Public Utilities Regulatory Commission Act 1997, (Act 538) to regulate and oversee the provision of utility services by public utilities to consumers. Public utilities are defined in the Act as persons engaged in the supply, transmission or distribution of electricity or water to the public for a fee, whether directly or indirectly. Under the Energy Commission Act 1997 (Act 541), the Commission has the additional mandate of regulating aspects of the natural gas industry.

By virtue of Section 4 of Act 538, the Commission is an independent body and not subject to the direction or control of any person or authority in the performance of its functions. However, PURC is statutorily required to submit annual audited statements of accounts and reports of its operations to Parliament.

The functions of the Commission include:

- Providing guidelines for rates to be charged for the provision of utility services.
- Examining and approving rates for utility services;
- Protecting the interest of consumers and providers of utility services;
- Monitoring and enforcing standards of performance for provision of utility services;
- Promoting fair competition among public utilities;
- Receiving and investigating complaints; and
- Advising any person or authority in respect of any public utility.

Entities currently regulated by the Commission are:

Utility	Business
Ghana Grid Company (GRIDCo)	National Interconnected Power Transmission System
Electricity Company of Ghana Ltd (ECG)	Power Distribution, Southern Sector
Northern Electricity Distribution Company (NEDCo)	Power Distribution, Northern Sector
Enclave Power Company (EPCL)	Power Distribution, Free Zones and Concession
Ghana National Gas Company (GNGC).	Natural Gas Processing and Transportation
Ghana Water Company (GWCL)	Urban Water Production, Transmission and Supply

For purposes of monitoring and consumer protection, the Commission in 2018 maintained seven regional offices serving the Northern, Brong Ahafo, Western, Ashanti, Eastern, Volta and Greater Accra Regions of the country. In addition, the Commission has established a number of voluntary Consumer Service Committees around the country which keep issues affecting the interests of consumers under constant review and submit representations to the Commission.

Under its rule-making powers, the Commission has issued a number of Regulations to enhance consumer protection in the provision of utility services. These are the Public Utilities (Termination of Service) Regulations, 1999 (L.I. 1651), the Public Utilities (Complaints Procedure) Regulations, 1999, (LI 1665) and the Public Utilities (Consumer Service Committee) Regulations, 2002 (LI 1704A).

The Commission's objective in undertaking multi-faceted monitoring of the performance of utility companies is to ensure an improvement in quality of service. Key regulatory and monitoring activities undertaken on the various utilities and infrastructure during 2018 are presented below.

2.1 The Energy Sector

2.1.1 Reliability and Regulatory Compliance Monitoring

The Commission carried out its scheduled Reliability and Regulatory Monitoring of Generation (See Table 1), Transmission (Ghana Grid Company and Ghana National Gas Company) and Distribution (Electricity Company of Ghana, Northern Electricity Distribution Company, Enclave Power Company and Ghana Water Company).

Generation

Total installed electricity generation capacity for the year under review totalled approximately 4,632MW with dependable capacity of 3,976MW as shown in Table 1. Hydro generation constituted 34.09% while thermal generation constituted 65.42%. The remaining 0.49% of generation capacity was made up of renewables (biogas 0.002% and solar 0.488%) as shown in Fig. 1.

Figure 1 *Distribution of Generation Technologies in Generation Mix (%)*

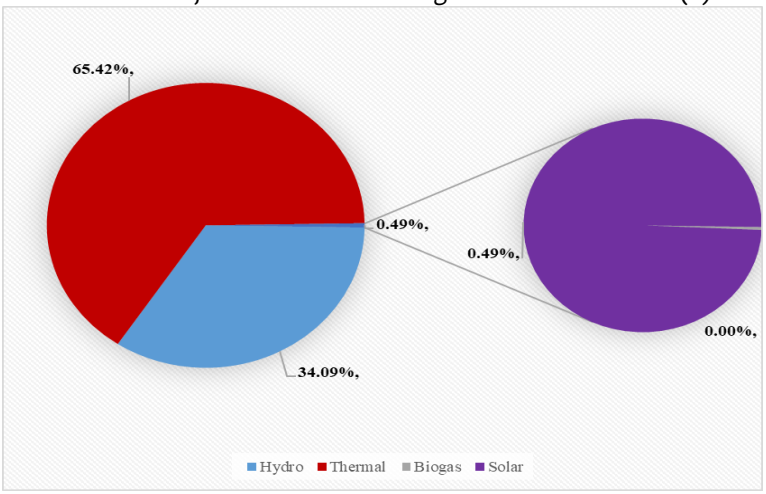


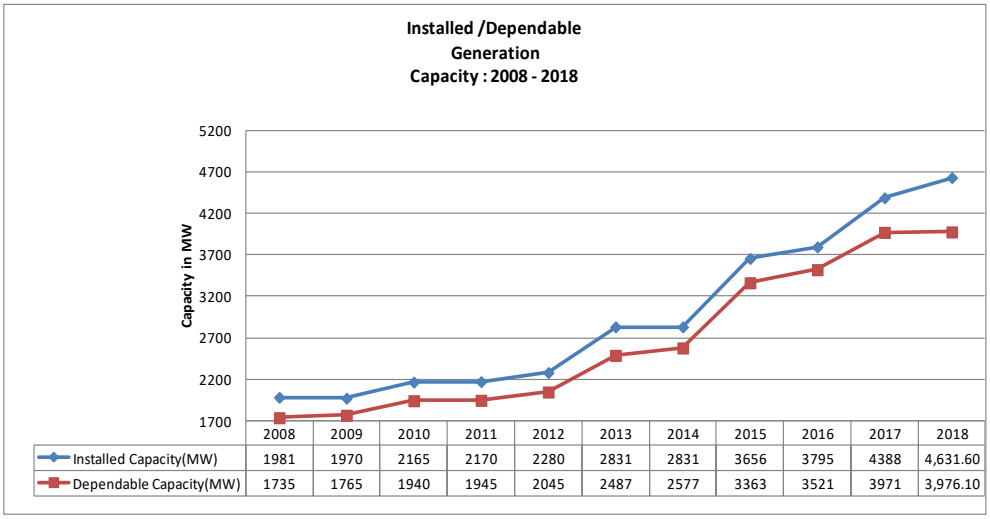
Table 1 shows the installed and dependable capacities for the various technologies and their corresponding fuel types.

Table 1 *List of Generation Plants in Ghana's Power System as at December 2018*

No.	Name of Power Plant	Installed Capacity (MW)	Dependable Capacity (MW)	Fuel Type
1	Akosombo Generating Station	1020	900	Hydro
2	Kpong Generating Station	160	140	Hydro
3	Bui Generating Station	399	130	Hydro
4	T1 Takoradi Power Company (TAPCO)	330	300	LCO/NG
5	T2 – Takoradi International Company (TICO) (TAQA)	340	320	LCO/NG
6	T3 - Takoradi Thermal Plant 3	132	120	DFO/NG
7	Cenit Energy Ltd (CEL)	126	110	LCO/NG
8	TT1PP - Tema Thermal Power Plant 1	126	110	LCO/NG
9	TT2PP - Tema Thermal Power Plant 2	80	70	DFO/NG
10	Kpone Thermal Power Plant (KTPP)	220	200	DFO/NG
11	Karpowership	470	450	HFO
12	Ameri	250	230	HFO
13	AKSA	250	220	HFO
14	TROJAN 2	44	40	DFO
15	GENSER 2	22	18	DFO
16	MRP - Mines Reserve Plant	80	80	DFO
17	SAPP - Sunon Asogli Power Plant	560	520	LCO/NG
18	Safisana Biogas	0.1	0.1	Solar
19	VRA Solar	2.5	2	Solar
20	BXC Solar	20	16	Solar
	Total Capacity	**4,631.60**	**3,976.10**	

Akosombo Generating Station (AGS) contributed the highest capacity (installed and dependable) while Safisana Biogas contributed the least capacity in Ghana's power system. Total dependable capacity at the end of 2018, was 85.8% of the total installed capacity.

Figure 2 *Installed and Dependable Generation Capacities (2008 – 2018)*



Based on trends observed from analysis of available data on installed and dependable generation capacities, the National Interconnected Transmission System (NITS) has adequate capacity to meet the Ghana Peak Load subject to availability of fuel.

Generation Exports/Imports

Table 2 shows trends of net export of electricity. Available data indicates that the country has been a net exporter of electricity with the exception of 2016 when there was a net import of 324GWh. This figure could be largely attributed to insufficient generation, resulting from lack of fuel and maintenance issues on some thermal generation plants and thus load shedding.

Table 2 *Energy Import and Export (2010 - 2018)*

	2010	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**	**2018**
Import (GWh)	106	81	128	27	51	223	511	247	*
Export (GWh)	1036	691	667	530	522	587	187	268	*
Net Export (GWh)	930	610	539	503	471	364	-324	21	0

Table 3 *Installed Capacity and Peak Load for Ghana System (2010-2018)*

	2010	**2011**	**2012**	**2013**	**2014**	**2015**	**2016**	**2017**	**2018**
Installed Capacity (MW)	*2165*	*2170*	*2280*	*2831*	*2831*	*3656*	*3795*	*4388*	*4632*
Dependable Capacity (MW)	*1940*	*1945*	*2045*	*2487*	*2577*	*3363*	*3521*	*3971*	*3976*
Ghana Load at Peak (MW)	*1391*	*1520*	*1658*	*1791*	*1853*	*1757*	*1997*	*2077*	*
System Peak (MW)	*1506*	*1655*	*1729*	*1943*	*1970*	*1933*	*2078*	*2192*	*

**NB: Data on system peak and peak load for 2018 is yet to be validated.*

Over the period 2010–2018, installed capacity grew by approximately 134%, while dependable capacity increased by 129%. Similarly, Ghana's peak load grew by approximately 72%, while the system peak grew by 60.4%. In spite of this growth, there was a dip in the peak load between 2014 and 2015. This could be attributed to a decline in customer demand as a result of erratic power supply, thus compelling some industries to adopt coping mechanisms such as self-generation and scaling down of operations.

Hydro-Thermal Energy Mix

Energy mix for the period under review comprised 38% hydro and 62% thermal. This is shown in Figure 3 and Figure 4.

Figure 3 *Daily Hydro-Thermal Generation Mix-2018*

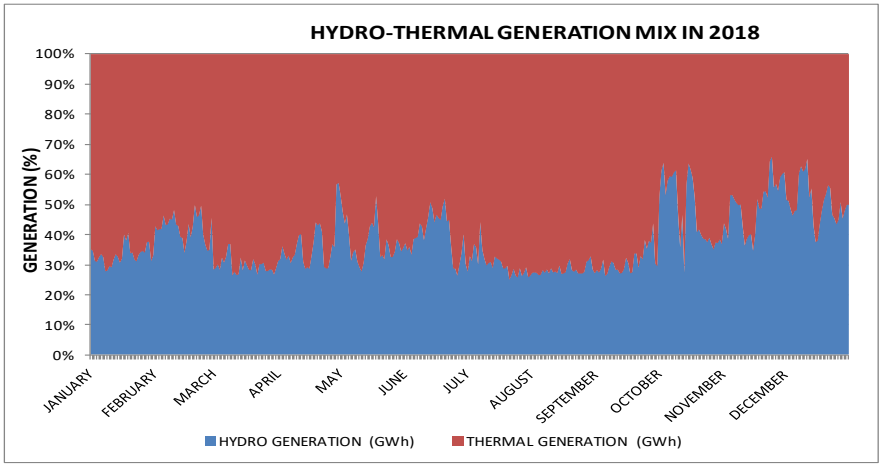
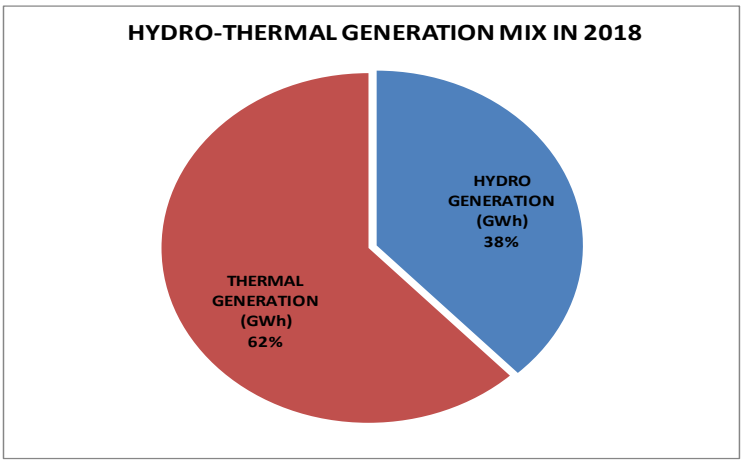


Figure 4 *Daily Hydro-Thermal Generation Mix*



Transmission

Peak Demand

The daily peak demand for the period under review is shown in Figure 5. The daily average peak demand was approximately 2,215MW signifying a 12.8% increase over the 2017 figure of 1,963MW. The maximum daily peak demand recorded for the period under review was 2,225MW while the minimum value was 1,875MW.

Figure 5 *GRIDCo Daily Peak Demand in 2018*

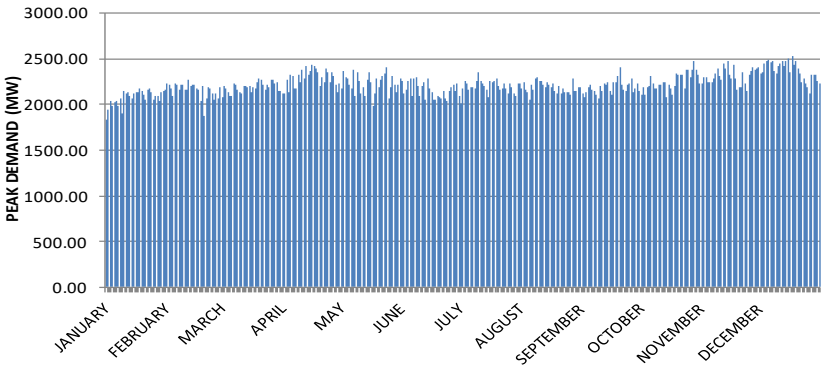
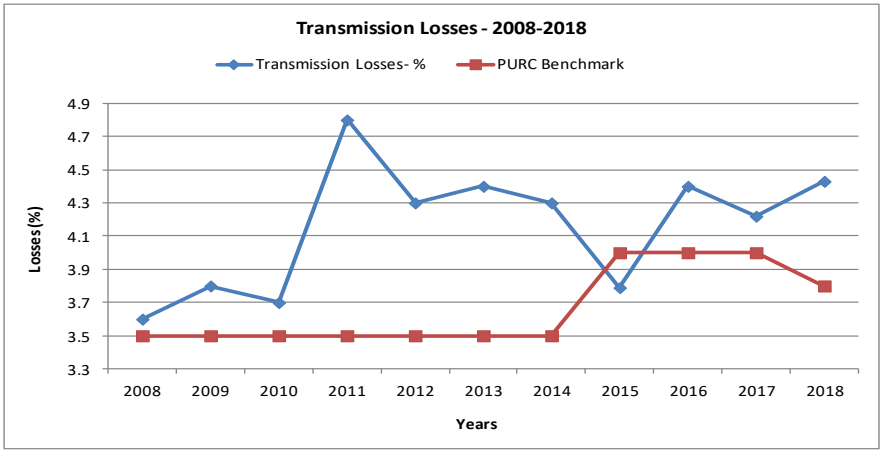


Table 4 *GRIDCo Transmission Loss (2010 – 2018)*

Year	2010	2011	2012	2013	2014	2015	2016	2017	2018
Transmission Losses-GWh	380	531	522	570	565	402	607	587	
Transmission Losses- %	3.7	4.8	4.3	4.4	4.3	3.79	4.4	4.22	4.43
PURC Benchmark	3.5	3.5	3.5	3.5	3.5	4	4	4	3.8

Table 4 shows the trend of transmission losses over a nine-year period. Between 2010 and 2018, transmission losses for GRIDCo failed to meet the PURC benchmark except for 2015 where the PURC Benchmark was met. This was attributable to a revision of the PURC Benchmark from 3.5% to 4.0% in that year based on transmission system loss studies carried out in conjunction with GRIDCo. In 2018, the benchmark was again revised downwards from 4.0% to 3.8% due to projected improvements in transmission network infrastructure. However, GRIDCo failed to meet the new benchmark of 3.8% as a result of unrealised projections in transmission network improvement.

Figure 6 *GRIDCo system Losses compared to PURC Benchmark(%)*



2.1.2 Monitoring of Power Distribution Systems in Regions

The Commission undertook reliability and regulatory compliance monitoring and evaluation in the Eastern, Western, Upper West and Upper West Regions. The monitoring was intended to assess the efficiency and reliability of power supply as well as general operations of the electric distribution companies. The assessment was done using the PURC Reliability and Regulatory Compliance Score Card to determine performance of these distribution companies in their various operational regions, as outlined in Table 5 below:

Table 5 *PURC Reliability and Regulatory Compliance Score Card*

No.	Compliance Status	Score	Description of Compliance
1	Compliant (High)	1	Compliant with no further action required to maintain compliance.
2	Compliant (Medium)	2	Compliant apart from minor or immaterial recommendations to improve the strength of internal controls to maintain compliance.
3	Compliant (Low)	3	Compliant with major or material recommendations to improve the strength of internal controls to maintain compliance.
4	Non-compliant	4	Does not meet minimum requirements.
5	Significantly Non-compliant	5	Significant weaknesses and/or serious action required.

Based on the score card description in Table 5 above, assessment was undertaken using the following criteria: safety, adequacy of logistics such as vehicles, work tools, spare parts, work materials and office space, availability of energy meters, compliance with quality of service benchmarks, new service connection procedures and applications, random meter test report, effectiveness of complaints handling procedures, technical data record keeping, maintenance activities and reporting, reliability including SAIFI, SAIDI and CAIDI indices among others.

Summary of Key Findings

The following were key issues identified during the reliability and regulatory compliance monitoring and evaluation exercise conducted on the distribution system:

1. Inadequate network protection systems leading to nuisance operations of protective devices.
2. Poor grounding (earth) of switchgears and transformers which made these equipment highly susceptible to lightning strikes leading to several transformers being damaged.
3. No Root Cause Analyses (RCA) report after equipment failure.
4. Inadequate reliability data at the outstations or districts were noted. The station supervisors/district managers attributed this to inadequate staffing at the outstations or districts.
5. Several rotten and broken poles were noted at some of the outstations or districts visited.
6. Several linked fuses were also noted in both the high and low tension networks.
7. No energy meter audits were conducted at the outstations in the year, 2018 as well as previous year.
8. Poor security and tampering with protective devices at distribution substations.
9. Faulty and poor management of street lights.
10. Faulty prepaid vending machines in some outstations/districts.
11. Distribution utilities did not verify the values obtained from the commissioning tests carried out by Energy Commission's certified electrical wiring professionals.
12. No energy meter audits have been conducted by the utilities.

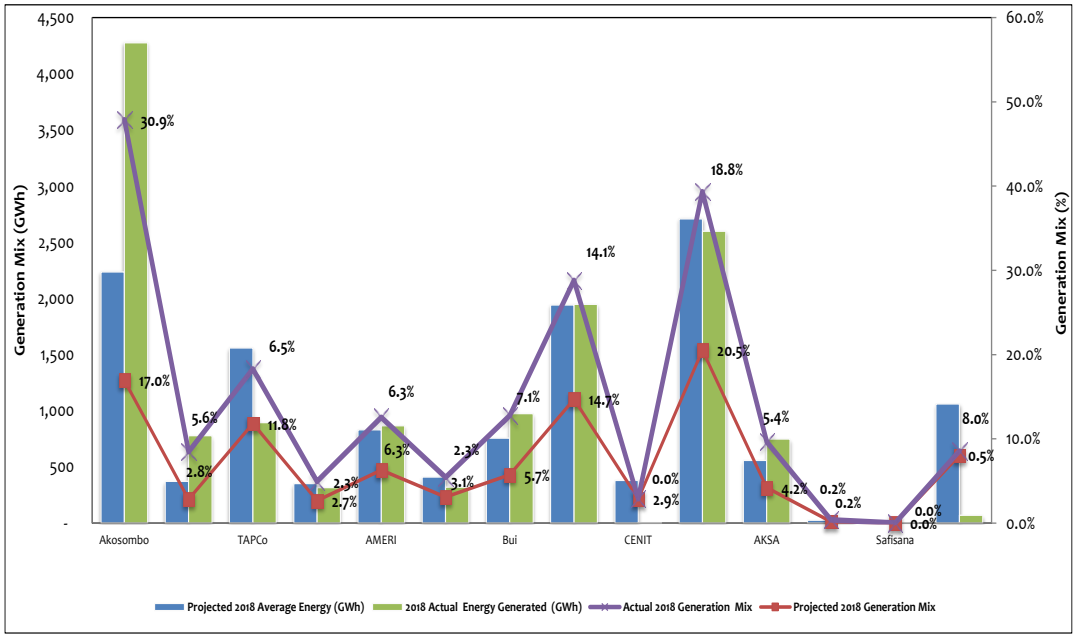
13. Analyses of fault records indicate long outage durations in some districts due to the fact that most of the districts lack adequate technical staff even though some of these districts span wide geographical areas with poor road networks.
14. Frequent interruptions due to undergrowth or vegetation.

The above findings were discussed with the distribution utilities concerned, Electricity Company of Ghana (ECG) and Northern Electricity Distribution Company (NEDCo). The Commission's directives for the submission of plans and timelines to rectify the problems were complied with by the utilities and are being monitored.

2.1.3 Electricity Generation Audit

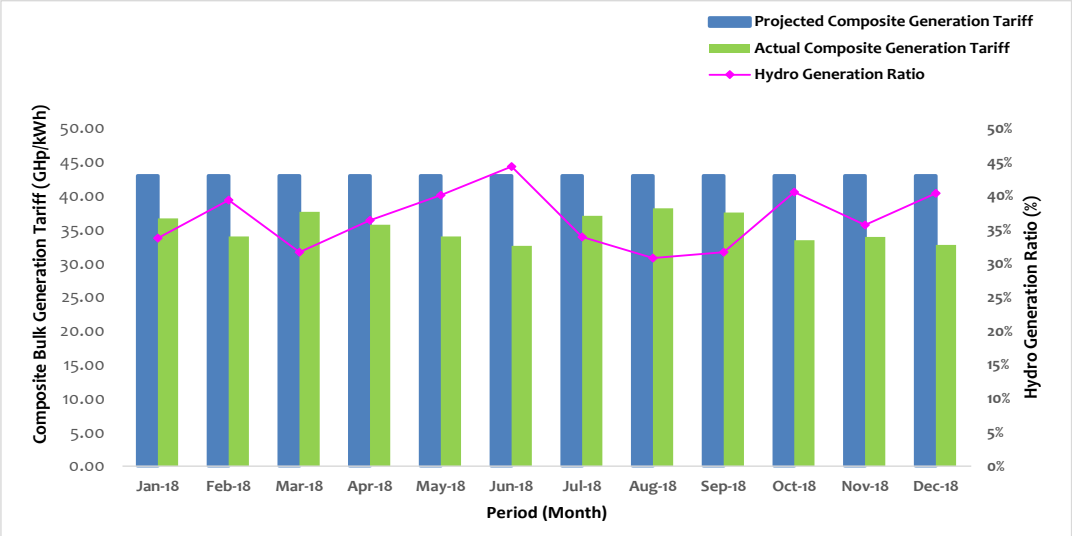
During the year, electricity generation data by power plant was compiled and analysed by the Commission. Results from analyses of both projected and actual electricity generation mix for 2018 indicate on average actual generation mix of 36.6% for Hydro and 63.4% for Thermal compared with Projected Generation Mix of 19.8% for Hydro and 80.2% for Thermal. These results are presented in Figure 7.

Figure 7 *Summary of Projected Versus Actual Energy Generation Mix for Regulated Market 2018*



Source: Computation from PURC Data and GRIDCo's Daily Electricity Generation Report, 2018

Figure 8 *Impact of Hydro-Thermal Mix on Approved Composite Bulk Generation Tariff for 2018*



Source: Computation from PURC Data and GRIDCo's Daily Electricity Generation Report, 2018

Analysis was also conducted on the impact of changes in actual Hydro-Thermal generation mix on PURC Approved Composite Bulk Generation Tariff (CBGT) for the period under review. The results indicate on average significant variations in actual CBGT compared with PURC approved CBGT as shown in Figure 8. An increase in actual Hydro Generation above projected Hydro Generation resulted in an actual CBGT lower than PURC approved CBGT. This is due to the lower cost of hydro generation relative to thermal generation.

2.1.5 Revenue Audit

The Commission reviewed revenue for VRA, IPPs, GRIDCo, ECG and NEDCo. Results from analysis of generation revenue data for VRA and IPPs, transmission revenue for GRIDCo as well as distribution revenue for both ECG and NEDCo for 2018 are presented in Table 6 and Table 7 respectively.

Table 6 Summary of Projected Versus Actual Electricity Generation Revenue for Regulated Market 2018

Power Plant	Projected 2018 Electricity Generation (kWh)	Actual 2018 Electricity Generation (kWh)	PURC Approved Tariff (GHp/kWh)	Projected 2018 Revenue (GHS)	Actual 2018 Revenue (GHS)	Non Fuel Revenue (GHS)	Fuel Revenue (GHS)
VRA Generation:							
Akosombo	2,237,142,857	4,275,363,000	8.9521	200,271,266	382,734,771	382,715,831	18,940
Kpong	372,857,143	779,750,300	18.3526	68,428,980	143,104,454	138,103,949	5,000,505
TAPCo	1,560,000,000	894,429,200	38.1966	595,866,960	341,641,544	106,982,147	234,659,397
TT1PP	353,000,000	315,540,000	50.0890	176,814,170	158,050,831	24,582,949	133,467,881
Ameri	830,000,000	867,775,400	53.6907	445,632,810	465,914,687	191,898,687	274,015,999
KTPP	410,000,000	320,493,700	43.6865	179,114,650	140,012,480	29,648,031	110,364,449
Total VRA	**5,763,000,000**	**7,453,351,600**		**1,666,128,836**	**1,631,458,766**	**873,931,595**	**757,527,171**
IPPs Generation:							
Bui	756,210,000	975,457,300	45.3632	343,041,054.72	442,498,646	442,498,646	-
Sunon Asogli	1,942,140,497	1,948,563,700	51.2992	996,303,046.15	999,598,100	481,637,772	517,960,327
CENIT	380,928,000	2,199,300	74.8536	285,138,321.41	1,646,255	429,047	1,217,208
Karpowership	2,708,251,567	2,599,443,800	50.7078	1,373,294,788.10	1,318,120,763	682,298,847	635,821,916
AKSA	558,493,101	748,354,500	55.6013	310,529,424.77	416,094,831	182,336,335	233,758,496
BXC GH Ltd.	25,536,000	24,547,099	89.2087	22,780,333.63	21,898,148	21,898,148	-
Safisana	685,000	271,918	73.4295	502,992.08	199,668	199,668	-
Cenpower	1,061,208,000	70,158,800	64.0086	679,264,383.89	44,907,666	17,067,145	27,840,521
Total IPP	**7,433,452,165**	**6,368,996,418**		**4,010,854,345**	**3,244,964,077**	**1,828,365,608**	**1,416,598,469**
Total VRA&IPP	**13,196,452,165**	**13,822,348,018**		**5,676,983,180**	**4,876,422,843**	**2,702,297,203**	**2,174,125,640**

Source: Computed from PURC Data, 2018

Table 7 Summary of Transmission and Distribution Revenues for 2018

TSC and DSC Revenue Distribution	Projected Electricity Transmission /Distribution (GWh)	Actual Electricity Transmission/ Distribution (GWh)	Tariff (GHp/ kWh)	Weight of Cost Items in Tariff (%)	Estimated Actual Revenue (GHS)
GRIDCo:					
Projected and Actual Energy Transmitted	13,170.23	10,881.33			
Regulatory Levy			0.53	0.11	65,182,349.40
Attributable to Maintenance and Losses			4.21	0.89	514,647,056.23
TSC Attributable to Losses			1.70	0.36	207,605,171.37
TSC Attributable to Operation, Maintenance & Return on Investment			2.51	0.53	307,041,884.87
Total TSC & Revenue			4.74	1.00	579,829,405.63
ECG/NEDCo:					
Projected and Actual Energy Distributed	8,503.76	9,661.17			
DSC Attributable to Losses			12.09	0.39	708,915,604.18
DSC Attributable to Operation, Maintenance & Return on Investment			18.66	0.61	1,094,226,539.97
Total DSC			30.76	1.00	1,803,142,144.15
ECG:					
Projected and Actual Energy Distributed	7,476.69	8,596.25			
DSC Attributable to Losses			12.09	0.39	630,774,067.75
DSC Attributable to Operation, Maintenance & Return on Investment			18.66	0.61	973,613,391.47
Total DSC			30.75 55	1.00	1604387459
NEDCo:					
Projected and Actual Energy Distributed	1,027.07	1,064.92			
DSC Attributable to Losses			12.091 7	0.39	78,141,536.43
DSC Attributable to Operation, Maintenance & Return on Investment			18.66 38	0.61	120,613,148.50
Total DSC			30.75 55	1.00	198,754,684.93

2.2 The Urban Water Sector

2.2.1 Audit of GWCL Treatment Plants

In 2018, the Commission carried out inspections and audits of GWCL treatment plants in the Ashanti, Volta, Central, Brong Ahafo, Upper East and Upper West Regions. Based on the audits, the major challenges faced by the water systems nationwide are presented below.

Raw Water Challenges

The audits revealed high iron concentration in the raw water sources in parts of the Ashanti region. In the Volta region, fish farming close to the intake point of the Kpeve Water Treatment Plant continues to be a problem. Effluent from the Ghana Nuts Company in Techiman in the Brong Ahafo Region continues to impact on the quality of raw water in the Tano river. In the Northern Region, the high level of siltation at the intake of the Yendi Water Treatment Plant poses a threat to water supply in the region. Mining activities on the river Pra is still ongoing, affecting the treatment of water at the Sekyere Hemang Water Treatment Plant, which supplies water to the Central Region.

Power Challenges

Power fluctuation at the Essakyir Water Treatment Plant in the Central Region is affecting continuous water production, and damaging plant equipment. Similarly, power outages at Baifikrom Water Treatment Plant remains a challenge. The cost of power has also been noted to be quite high in water production at the Jambusie Water Treatment Plant in the Upper West Region.

Equipment

The Kwanyako Water Treatment Plant in the Central Region is in dire need of replacement of essential equipment such as stirrers, air blowers, and pumps. Chemical dozers at the Vea Treatment Plant in the Upper East Region was found to be dysfunctional, with dosing done manually by gravity. The chlorine dozer at the Missiga Booster Station in the Upper West Region requires replacement.

Other Challenges

Other challenges identified during the audit included the following:

- Obsolete laboratory equipment at the Biaso and Vea Water Treatment Plants in the Brong Ahafo and Upper East Regions respectively. The Tanoso Water Treatment Plant also had no laboratory technician.
- Intake pumps at the Abesim Plant in the Brong Ahafo Region was found to be housed temporarily under sheds.
- There was an unusual variation in the NRW figures (from 35% to 65%) recorded in the Yendi District within a 3-month period.
- During the Commission's audit of the Vea Treatment Plant, samples of treatment water obtained for analysis indicated pH values of approximately 5.24, below the lower recommended range of 6.5.

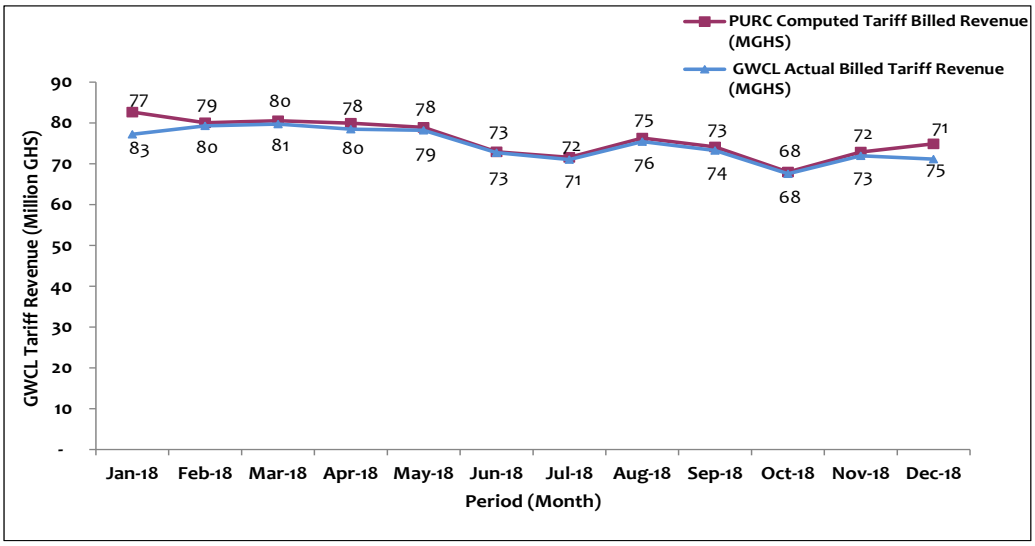
2.2.3 Drinking Water Quality Monitoring

Generally, all physical, chemical and bacteriological parameters inspected in the log books of all the water treatment plants audited were within recommended limits, conforming to the National Drinking Water Standards GS175-1:2013 4th Edition as prescribed by the Ghana Standards Authority. Test results from water samples taken from the Vea, Brimso and Kwanyako Water Treatment Plants and Babianeha Borehole system in the Central Region did not conform to the recommended pH, iron, and turbidity standards.

2.2.4 Audit of GWCL's Tariff Revenue

The Commission undertook analysis of GWCL's tariff revenue, collections and payments for the period ending December 31, 2018. GWCL's performance with respect to tariff revenue is presented in Figure 9.

Figure 9 *GWCL Revenue Vs. PURC Computed Tariff Revenue January-December 2018*



The results presented in Figure 9 indicates a marginal decrease in actual GWCL Revenue over PURC's Approved Revenue averaging 1.8% over the twelve-month period from January 2018 –December 2018.

2.2.5 *Independent Investigations*

The Commission, as part of its mandate in promoting quality assurance, initiated the processes to conduct an independent investigation of water quality in the Central Region. Water samples are expected to be obtained from 200 sampling points during the investigations. In line with this, the Commission had received a quotation from the Water Research Institute.

2.3 Consumer Care

2.3.1 Complaints Management

The Commission received a total of 5,226 consumer complaints in 2018 as against 2713 in 2017. This represents an increase of about 92.6%. Out of the total number of complaints, about 4,938 were resolved.

Table 8 *Complaint Statistics against Utilities*

Reg. Office	Complaint (ECG)		Complaints (GWCL)		Complaints (NEDCo)		Total	
	Lodged	**Resolved**	**Lodged**	**Resolved**	**Lodged**	**Resolved**	**Lodged**	**Resolved**
Ashanti	609	509	47	36	149	143	**805**	**688**
Eastern	1,180	1,145	238	236	-	-	**1,418**	**1,381**
Western	854	776	39	39	-	-	**893**	**815**
Volta	408	408	49	48	-	-	**457**	**456**
Gt. Accra	522	515	165	165	-	-	**687**	**680**
Northern	-	-	213	208	753	710	**966**	**918**
Total	**3,572**	**3,353**	**751**	**732**	**902**	**853**	**5,226**	**4,938**
% Res.	**93.9%**		**97.5%**		**94.6%**		**94.5%**	

These complaints were lodged against the three regulated utility companies for electricity and water distribution. ECG had the highest number of complaints with 3,573 representing 68.0% of the total complaints lodged. Complaints against NEDCo were 902 representing 17.2%, and GWCL 751 representing 14.4%. ECG had the largest number of complaints because of its huge customer base.

Comparisons of Complaints over Three Year Period

In evaluating complaints statistics from 2016 to 2018, one can observe from Table 9 that complaints lodged against the utilities was 3,202 in 2016. In 2017 it declined to 2,713 and escalated to 5,226 in 2018.

Table 9 Comparisons of Complaints Management over Three Years

	2016	**2017**	**2018**
No. of Complaints	3,202	2,713	5,226
No. of Complaints Resolved	2,577	2,608	4,938
% of Complaints Resolved	80.5	96.1	94.5

Categories of Consumer Complaints

Complaints against the various utilities were broadly classified under Billing, Metering, Payment, Quality of Service, Unlawful Disconnection and Damaged Property. Table 10 provides the breakdown of the various categories as reported from the various regions.

Table 10 Categories of Consumer Complaints on Electricity

	Regions	Damaged Equip.	Disconnection	Payment	Service Quality	Metering	Billing	Reg. Total
ECG	Ashanti	1	23	20	108	48	409	609
	Eastern	2	18	34	181	30	915	1180
	Western	0	29	8	24	46	221	328
	Central	0	19	3	3	30	471	526
	Volta	6	35	10	220	21	116	408
	Accra	4	15	26	125	67	285	522
	Sub. Total	*13*	*139*	*101*	*661*	*242*	*2,417*	*3573*
NEDCO	Northern	12	30	48	206	194	263	753
	Brong Ahafo	0	0	3	0	0	129	132
	Sub Total	*12*	*30*	*51*	*221*	*196*	*392*	*902*
Grand Total (Electricity)		**25**	**169**	**152**	**882**	**438**	**2,809**	**4475**
GWCL	Ashanti	0	3	2	27	2	13	47
	Eastern	0	2	2	208	2	24	238
	Western	0	2	0	14	0	14	30
	Central	0	1	0	5	1	2	9
	Volta	0	3	4	29	2	11	49
	Accra	0	13	7	67	9	69	165
	Northern	0	8	17	46	62	80	213
Total (Water)		**0**	**32**	**32**	**396**	**78**	**213**	**751**

Across the regions, Eastern Region recorded the highest number of both electricity and water complaints. Central and Brong-Ahafo regions on the other hand, recorded the least number of water and electricity complaints respectively. Across the categories, billing complaints was the highest in the electricity sector nationwide, while quality of service constituted the least number of complaints in the water sector.

Outcome of Consumer Compliant Management

The Commission, through its complaint management processes, investigated billing complaints and secured refunds (in the form of billing adjustments) to consumers totalling GHS 462,652.84. The Commission also secured compensation payments of GHS 117,873.98 for consumers whose properties had been damaged by a utility.

Table 11 Billing Adjustments in favour of Consumers

Region	Credit Adjustments	Compensation	Total
Ashanti	101,927.96	32,873.98	134,801.94
Eastern	9,788.37	-	9,788.37
Western	86,230.10	-	86,230.10
Volta	3,272.50	85,000	88,272.50
Accra	261,433.91	-	261,433.91
Total	**462,652.84**	**117,873.98**	**580,526.82**

2.3.2 Community Monitoring

The Commission embarked on community monitoring in eight regions across the country as part of its activities to measure the quality of service delivered by the utilities. This was also done to gauge the level of customer satisfaction concerning service provision from consumers. The community monitoring was done based on the following criteria; *Service Reliability*, *Customer Care* and *Community Awareness of the Commission*. The Commission undertook monitoring activities in the 60 communities listed below:

Table 12 Communities Visited during Community Monitoring

Region	**Communities Visited**
Greater Accra	Mayera, Abenasi, Doblo Gonno, Ayika Doblo, Ashaiman, Dodowa, Prampram, Afienya, Adenta, Madina, Frafraha, Ayi Mensah Tema, Oda
Eastern	New Abirem, Nyafoman, Afosu, Abepotia, Pankese, Awenade, Adawase, Akwasiho, Mame Krobo, Tease, Donkorkrom, Adiembra
Central	Asebu, Abakrampa, Kobina Ansa, Pra Ewusi, Edumfa
Ashanti	Domeabra, Kofiase, Juaso/Bogu, Bepoaseayase
Volta	Tsito, Bame, Nyive, Amedzofe, Taviefe, Kpeve
Northern	Walewale, Nyohini, Zogbeli, Lamashegu Gambaga, Bole, Sawla Damongo
Upper East	Garu, Tenpani, Bawku, Zebila, Bolgatanga, Navrongo, Sandema
Upper West	Wa, Kaleo, Tumu Nadowli

To enforce standards of performance at the Customer Service Centres (CSC) and District Offices of the regulated utilities, the Commission visited and monitored **125** CSC's nationwide. These CSCs are listed in Table 13.

Table 13 Monitored Customer Service Centres and District Offices

Region	ECG Centres (32)	No.	GWCL Centres (26)	No.
Tema	Prampram, Tema North, Ada, Somanya	**4**	Prampram, Tema West, Tema Central, Ada, Akuse/Kpong	**5**
Accra West	Dansoman, Korle Bu, Nsawam, Achimota, Kaneshie	**5**	Dansoman, North West 2, Sowutoum, Nyanyanso, Bortianor	**5**
Accra East	Kwabenya, Dodowa, Mampong, Roman Ridge, Teshie	**5**	Kanda, Nungua, Dodowa, Dome, Adenta	**5**
Eastern	Asamankese,Asesewa, Begoro, Nkawkaw, Mpraeso, Kibi, Donkorkrom	**7**	Nkawkaw, Asamankese, Akim Tafo, Anum Boso	**4**
Ashanti	Asokwa, Adum, Ayigya, Manhyia, Gyinyase, Mampong, Obuasi, Dunkwa	**8**	Santasi, West 2, Odoom, Kaasi, Adum, Kumawu	**6**
Western	Tarkwa, Bogoso, Asankragua, Enchi, Juaboso, Sewhi Wiawso, Bibiani, Takoradi, Sekondi, Agona Nkwanta, Axim, Half Assini, Wassa Akropong, Diaso	**14**	Axim, Sekondi, Takoradi North and South	**4**
Central	Assin-Fosu, Cape Coast, Saltpond, Twifo- Praso, Elmina	**4**	Cape Coast North, Cape Coast South, Elimina, Essakyir, Saltpond	**4**
Volta	Hohoe, Denu	**2**	Ho, Peki-Dayi, Denu, Keta, Sogakope	**5**
	VRA/NED Centres (28)			
Brong Ahafo	Tepa, Wamfie, Kenyase and Bechem	**4**	Dormaa Ahenkro and Berekum	**2**
Northern	Salaga, Bimbila, Zabzugu Tatale, Saboba, Chereponi, YendiGushiegu, Savelugu and Karaga	**9**	Salaga, Yendi, Tamale and Savelugu	**4**
Upper East	Walewale, Gambaga, Garu, Bawku, Zebilla, Sandema, Navrongo and Bolgatanga	**8**	Bolgatanga, Bawku and Navrongo	**3**
Upper West	Bole, Sawla, Lawra, Jirapa, Nandom, Tumu and Wa	**7**	Wa	**1**
Total		**77**		**48**

These centres were assessed on three basic regulatory benchmarks namely: ***Outlook, Customer Care and Efficiency***. Though some improvements have been made in the outlook of most of the centres, customer care and efficiency in service delivery remain a challenge.

2.3.2.1 Appraisal of Customer Service Centres

Observation at Electricity Company of Ghana (E.C.G) Centres

Outlook

Generally, ECG CSCs visited were found to be satisfactory and conducive for customer service. The centres were strategically located, accessible and well sign-posted. The relocation of CSCs in Asamankese and Begoro in the Eastern Region to an ultra-modern office facility and rehabilitation of the Assin Fosu office points to continued

efforts by the utility to improve the customer experience and working conditions. ECG's pay point at Donkorkrom, is however in dire need of a facelift.

Customer Care

On the whole, staff at the ECG CSCs and District Offices exhibited good customer care based on the Commission's observation during the exercise. There was also improvement in consumer education at the various CSCs visited, with the Tariff Reckoner and other consumer educational materials well displayed at the various centres. The Commission observed that some CSCs such as Kibi, Mpraeso and Asesewa had adopted innovative strategies to improving the waiting times for new service connections. This has been considerably reduced from 2 weeks to one day at some centres provided all requirements are met and materials for connections are available.

Observations at the Northern Electricity Distribution Company (NEDCo) Centres

Outlook

Most district offices of NEDCo had directional signs which facilitated customer access to access their premises. The district offices however, were observed to be crowded, in disarray and in urgent need of refurbishment.

Customer Care

The Commission observed during the year that NEDCo district offices did not undertake periodic consumer education but only educated customers who visited their offices. None of the offices had any educational materials on display. In spite of NEDCo's decentralized metering process, applications for new service connections suffered considerable delays.

Observations at the Ghana Water Company Limited (GWCL) Centres

Outlook

The Commission found that GWCL had devoted resources to refurbishment of most of its district offices. However, most of the Western Region district offices were observed to be small and congested, which may be demotivating to staff and unattractive to consumers.

Customer Care

Apart from one-on-one education of walk-in consumers, no formal consumer education programme had been undertaken by any of the GWCL customer centres and district offices monitored. New service applications took 14 to 30 days to address for the connection of paid-up customers, which the Commission views as an inordinate amount of time.

2.3.2.2 Quality of Service Monitoring in the Regions

Consumer Assessment of ECG Operations

Service Quality and Reliability

Generally, consumers interacted with during the exercise expressed satisfaction with availability of electricity supply in communities. Some residents however, lamented about daily low voltages and fluctuations in the evenings. Other communities also decried the inadequacy of notices on power outages and other supply challenges.

Customer Care

The monitoring exercise revealed a rather poor consumer attitude to reporting complaints to the ECG. Majority of the consumers interviewed have never filed complaints to ECG. This, according to consumers, was partly because they were unaware of telephone numbers to call and also due to proximity to the various District Offices. The few residents who claimed they were able to file their complaints indicated delays and long waiting hours before being attended to. Some consumers found the attitude of ECG staff to be hostile and temperamental towards them. Largely these traits were traced to the frontline staff.

Consumer Assessment of NEDCO Operations

Service Quality and Reliability

During the Commission's interaction with consumers in some service areas of NEDCo, complaints about frequent power fluctuations and outages were reported. This supply challenge was attributed to over-reliance on feeders which span over long distances. Owing to this development, power supply to communities such as Tumu, Chuchuliga, Navrongo, Sandema, etc had been gravely affected.

Customer Care

According to consumers, staff of NEDCo are responsive to consumer complaints. Consumers also expressed satisfaction with the attitude of staff of NEDCo. However, consumers within Paga and its environs lamented the delays in complaint resolution and the rectification of faults. This situation could be attributed to the inadequacy of staff; with the few staff manning a large geographical area. Cash collection points were also noted by consumers to be inadequate. Generally, almost all consumers interacted with within the NEDCo jurisdiction complained about the late delivery of monthly electricity bills.

Consumer Assessment of GWCL Operations (All Communities)

Service Quality and Reliability

Consumers interviewed in all communities visited indicated that water supply to their communities was regular. However, supply to parts of Upper East and the Northern region was reported to be intermittent. For communities like Wa where there is enough water produced, the few residents who are connected had regular supply. Other communities around Wa, however, indicated their desire to be connected to the water supply network.

The quality of water supplied to households in the Central Region was also a supply issue that surfaced. Residents of Abakrampa for example, indicated reddish-brown coloration of water supplied through their pipes. This, according to them, is associated with intermittent supply. Customers in all communities bemoaned the time taken for reported complaints and faults to be resolved.

Customer Care

Generally, customers of GWCL commended the effort of staff in improving the company's relationship with its clients. They expressed satisfaction with the attitude of staff.

Chapter 3 Operations of the Commission

3.1 Tariff Review

2018 Review of Electricity and Water Tariffs

The Commission in January 2018, received submissions from Utility Service Providers (USPs) requesting upward adjustments in both electricity and water tariffs. Subsequent to this, the Commission conducted preliminary review of data contained in their various proposals with a view to ascertaining accuracy and sufficiency of data submitted. Additionally, validation sessions were conducted with USPs during which discrepancies and additional information required were addressed.

Following this, revenue requirement for bulk electricity generation and water production were established using technical benchmarks developed by PURC. Financial and economic benchmarks, market-driven and macroeconomic variables were also considered. Similar benchmarks were used to determine prudent administrative and general expenses, operation and maintenance expenses as well as human resource expenses of the USPs.

Subsequently, the Commission approved and published electricity and water tariffs which took effect from March 15, 2018 and July 15, 2018 respectively (See appendix for approved electricity and water tariffs).

3.2 Quarterly Automatic Adjustment Formula (AAF)

With respect to tariff adjustments based on PURC Automatic Adjustment Formula (AAF), two quarterly tariff reviews, analysis and determinations were conducted by the Commission between June 2018 and December 2018. These two Quarterly Tariff Adjustments covered July 2018 – September 2018 and October 2018 – December 2018. Results from these analyses indicate no percentage changes in end-user tariff for the two quarters. This implied that although macroeconomic variables registered significant increases in projected values used in the 2018 Major Tariff Review, these increases were neutralized by a shift in generation mix towards more hydropower generation. Consequently, there was a decision not to adjust electricity and water tariffs.

3.3 Harmonization of Natural Gas Prices

In order to streamline the pricing of Natural Gas in Ghana, PURC in consultation with stakeholders decided to harmonize prices of different gas sources to arrive at a single Weighted Average Cost of Gas (WACOG) at which Natural Gas from all sources shall be sold to power generators. Natural Gas prices have varied considerably given the different sources of gas supply including imports from Nigeria, domestic gas sources and potential supplies of imported Liquefied Natural Gas (LNG).

3.4 Rate Setting Guidelines

The Commission developed Rate Setting Guidelines for Electricity Distribution and Supply specifically for ECG's Private Sector Participation (PSP). These Guidelines are intended to provide PURC with a framework for

regulating financial and economic operational activities of the Concessionaire. Three volumes were developed, approved and published as part of PURC's Guidelines for Electricity Distribution and Supply.

Volume 1 – required as part of all other volumes, describes the tariff philosophy and tariff approval process, including the legal basis and minimum filing requirements underlying the rate setting guidelines for electricity distribution and supply (for PDS, NEDCo and EPCL).

Volume 2 – sets out the methodology including formulae and principles for determination of revenue requirements in respect of the electricity distribution network system operator (PDS).

Volume 3 – describes the tariff philosophy and tariff approval process, including formulae and principles for the determination of revenue requirements for electricity distribution network asset owner (Restructured ECG).

3.5 *Public* Education

The Commission undertook a number of public programs to educate consumers on their rights and responsibilities. The outreach programmes, mostly in the form of community durbars, were carried out in 66 communities which included; Tumu, Jirapa, Wa, Funsi, Nadowli in the Upper West Region; Sawla and Tamale in the Northern Region; Kissi, Abrobiano, Asebu, Abakrampa, Kobina Ansa, Pra Ewusi, Edumfa, Abura Dunkwa in the Central Region; Supom Dunkwa, Ayisakro, Nsuaem Esaaman, Busua, Dixcove, Adiewoso, Abotreye in the Western Region; New Jejeti, Akoasi, Begoro, Tibourso, Asuokor, Akwadum, Kukurantumi, Dwenase, Bodua, Nsuapemso, Mamanso, Old Tafo and Nsutem in the Eastern Region as well as Bame, Have, Peki, Dzolokpuita, Kpetoe and Tsito in the Volta Region.

The Commission included teachers and students in its education on utility related issues, including Oyoko Methodist Senior High School, Ghana Senior High School, Tease-Afram Plains and Oti Boateng Senior High School in the Eastern Region; Wa SHS, Tumu SHS and Funsi SHS in the Upper West Region; Ghanata Senior High School, Accra High School, Ebenezer Senior High School, Chemu Senior High School and Tema Senior School in the Greater Accra Region; Kadjebi, Jasikan and Adaklu Senior High School in the Volta Region.

As always, the Commission reached out to a number of associations as part of its vital stakeholder network since these fall within a critical tariff band. A few of these were the National Board for Small Scale Industries (NBSSI), Metal Workers Association, Association of Craftsmen, Tailors and Dressmakers and the Modern Smock Weavers Association. Radio stations across the country were also used as medium for education.



Ashanti Region Public Education



Northern Region Public Education



Schools Public Education

3.6 Compliance and Legal Processes

Enforcement

In the Matter of an Application to Enforce a Decision of the Public Utilities Regulatory Commission: Public Utilities Regulatory Commission vrs Ghana Water Company Ltd. Suit No GJ 431/19

The Commission observed during its monitoring exercises that GWCL had failed to implement its Order of 16th September 2018 issued to reduce water tariff by 10.08%. As provided for under section 32 of Act 538, the Commission filed an application in the High Court to enforce the Order. Following the filing of a number of applications by both the applicant and the respondent the High Court adjourned hearing to 9th January 2019.

Alexander Adjei vrs Electricity Company of Ghana, Public Utilities Regulatory Commission. Suit No. GJ 1454/18

The Commission responded to a suit filed in the High Court by one Alexander Adjei against ECG and PURC. The Plaintiff's claim was for the High Court to order the Defendants to ensure the rectification of anomalies with his electricity bills. Based on representations by the Commission the High Court referred the Plaintiff to the use of comprehensive utility and regulatory administrative processes for settlement out of court.

Notifications

The Commission within the year issued notifications to VRA, the Karpowership Plant, Kpone Thermal Power Plant, Ameri Energy, TICO, AKSA Energy, ECG and GWCL to rectify their breach of section 24 of Act 538 in their failure to submit periodic regulatory data. All the utility companies complied with the Notifications with the exception of GWCL.

Subsequent to monitoring exercise undertaken by the Commission and pursuant to Section 12 of the PURC Act, 1997(Act 538), the Commission issued directives to ECG concerning information on specific measures with timelines required to meet the PURC Reliability and Regulatory Compliance scorecard which was used to assess ECG.

Regulatory Orders

The Commission issued Order (GWCL01/2018) against GWCL effective 16th September 2018. The Order was meant to reduce GWCL's tariff by 10.08% so as to retrieve unjust earnings by the company, comprising (a) forfeiture of tariffs related to the Befesa Desalination Plant, (b) refund of over-recovered tariff income and (c) compensation to customers.

The Commission's Order was due to the failure of GWCL to comply with the directives of the Commission to rectify its breach by restoring supply from the Desalination Plant, whose cost had already been factored in the water tariff.

Gazetting- Electricity and Water Tariffs

The Commission's approved 2018 Major Electricity Tariffs were published in Gazette No. 29 dated Friday 16th March 2018. The approved 2018 Major Water Tariff was published in Gazette No. 90 dated Wednesday 18th July 2018. The subsequent tariff reduction of 10.08% contained in the Commission's Order (GWCL01/2018) against GWCL was published in Gazette dated 19th September 2018.

Two quarterly tariff reviews were done for electricity under the Commission's Automatic Adjustment Formula (AAF) in the quarters July- September and October-December. These were published in Gazette dated 19th September 2018 and Gazette No. 139 dated Monday 29th October 2018. The fourth quarter 2018 automatic adjustment formula for electricity was also duly published.

Regulations

The Commission in the second quarter of the year began to develop regulations necessary for PURC to address challenges encountered by the Commission in fieldwork and monitoring. The regulations, which will introduce administrative penalties against defaulting utility companies, should be laid before Parliament in 2019-2020.

3.7 Special Projects

3.7.1 Pro-Poor Water Projects

The Commission continued to receive requests from communities for consideration under the PURC-GWCL pro-poor water projects. To enhance transparency, project documents developed during the year were (i) Guidelines for Pro Poor Water Applications, (ii) Pro Poor Water Application Form, and (iii) Reporting Format for Pro Poor Water Projects. The documents were published on the Commission's website to guide prospective community applications and aid project implementation.

Pro Poor Water Management Team

In August 2018, the Commission established a Pro-Poor Water Project Management Team to replace the defunct Pro-Poor Working Group. The 8-member team comprised three members from GWCL and five members from PURC. The team is chaired by the Executive Secretary of PURC and has representation from the Commission's Water, Procurement and Finance and Administration units.

3.7.2 Ghana Solar Support Project

Following the a special initiative on solar deployment as captured in the 2015 State-of-the-Nation Address, PURC in collaboration with the Energy Commission initiated the Ghana Solar Support Project (GSSP). The GSSP was aimed at meeting the energy demand of households and small-to-medium-scale enterprises through the deployment of 200,000 stand-alone roof top solar systems to shave off about 200MW of generation addition.

3.8 Finance and Administration

3.8.1 Human Resources and Administration

The Commission is committed to encouraging a high level of productivity. To further this objective, continuous learning and professional development opportunities in 2018 included the following:

- **Scaling-Up Renewable Energy Programme (SREP)**

This platform was to foster dialogue among SREP pilot countries on the design and implementation of renewable energy investment plans and energy access-related activities.

- **Integrated Resource and Resilience Planning (IRRP)**

The IPM is a software tool used for the development of Ghana's Integrated Power Sector Master Plan (IPSMP). This training was part of the USAID/IRRP project to build capacity in the use of the Integrated Planning Model. Objectives include: finalization of the Ghana IPSMP report, (ii) selection of Least Regrets solution/portfolio, and (iii) review of recommendations.

Staff Strength

The total staff complement as at 31st December, 2018 stood at 91. The number represents permanent staff, with 57 employed at the Head Office in Accra and 34 staff stationed across PURC Regional Offices in the Greater Accra, Ashanti, Brong Ahafo, Western/Central, Northern, Volta, Upper West and Eastern Regional offices. In 2018, 7 National Service personnel were also engaged by the Commission. PURC upholds and applies an equal opportunity employment policy.

3.8.2 Financial Statements

PUBLIC UTILITIES REGULATORY COMMISSION

AUDITED FINANCIAL STATEMENTS
FOR THE YEAR
ENDED 31ST DECEMBER 2018

ASAFU-ADJAYE & PARTNERS
(CHARTERED ACCOUNTANTS)

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9.	STATEMENT OF FINANCIAL POSITION
10.	STATEMENT OF CASHFLOWS
11.	NOTES TO THE FINANCIAL STATEMENTS

COMMISSIONERS AND OFFICIALS WHO HELD OFFICE IN THE YEAR

COMMISSIONERS:	MR. MICHAEL OPAM	-	Chairman
	PROF. JOE AMOAKO-TUFFOUR	-	Member
	MRS. DORA OPPONG	-	Member
	MR. ISHMAEL EDJEKUMHENE	-	Member
	MR. EBO B. QUAGRAINIE	-	Member
	DR. YAW ADU-GYAMFI	-	Member
	MR. EMMANUEL SEKOR	-	Member
	MR. DANIEL O. KORANTENG	-	Member
	MRS. MAMI DUFIE OFORI	-	Member
EXECUTIVE SECRETARY:	MRS. MAMI DUFIE OFORI		
REGISTERED OFFICE:	NO. 51 LIBERATION ROAD AFRICAN LIBERATION CIRCLE ACCRA.		
POSTAL ADDRESS:	P. O. BOX CT. 3095 CANTONMENTS-ACCRA.		
AUDITORS:	**ASAFU-ADJAYE & PARTNERS** (CHARTERED ACCOUNTANTS) 88 KWAME NKRUMAH AVENUE NEAR ROXY CINEMA ADABRAKA-ACCRA P. O. BOX AN 15110 ACCRA-NORTH. TEL: 0302 22 26 14 CEL: 020 812 1783 **email: aapghana1@gmail.com**		
BANKERS:	BANK OF GHANA GHANA COMMERCIAL BANK		

COMMISSIONERS' REPORT ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

The Commissioners present their Audited Financial Statements for the year ended 31st December, 2018 as follows:

Activities

The principal activities of the Commission continue to be, to regulate and oversee the provision of utility services by public utilities to consumers and to provide for related matters.

Results of Operations

The results of the operations for the year ended 31st December 2018 are set out in the Income Statement, Statement of Financial Position, Statement of Cash flows and the notes to the Financial Statements as set out on pages 7-18.

The operations for the year resulted in an excess of income over expenditure of GH¢28,564,586 as against the excess of income over expenditure of GH¢35,076,718 in 2017. The total Assets as at 31st December 2018 was GH¢429,389,993 as against GH¢324,503,403 of 2017.

Statement of Commissioners' Responsibilities

The PURC Act, Act 538 of 1997 requires the Commissioners to maintain proper books of accounts and submit Audited Financial Statements at the end of the financial year to Parliament. In preparing the Financial Statements, the Commission applied appropriate accounting policies and has complied with all appropriate Accounting Standards and with the relevant Statutes of Ghana.

The Commissioners are also responsible for taking such steps that are reasonable to safe guard the assets of the Commission, to prevent and detect fraud and other irregularities.

Commissioners in Office

The under-listed are the Commissioners in office at the time of signing the financial statements of the Commission.

COMMISSIONERS:	MR. MICHAEL OPAM	Chairman
	PROF. JOE AMOAKO-TUFFOUR	Member
	MRS. DORA OPPONG	Member
	MR. ISHMAEL EDJEKUMHENE	Member
	MR. EBO B. QUAGRAINIE	Member
	DR. YAW ADU-GYAMFI	Member
	MR. EMMANUEL SEKOR	Member
	MR. DANIEL O. KORANTENG	Member
	MRS. MAMI DUFIE OFORI	Member
EXECUTIVE SECRETARY:	MRS. MAMI DUFIE OFORI	

On behalf of the Commissioners

.....
COMMISSIONER

Date : DECEMBER 23, 2019

.....
COMMISSIONER

Date : DECEMBER 23, 2019

ASAFU-ADJAYE & PARTNERS
(Chartered Accountants)

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INDEPENDENT AUDITOR'S REPORT TO THE COMMISSIONERS OF PUBLIC UTILITIES REGULATORY COMMISSION

Opinion

In our opinion, the financial statements give a true and fair view of the financial position of Public Utilities Regulatory Commission as at 31st December 2018, and of its financial performance and cash flows for the year then ended in accordance with the International Public Sector Accounting Standards (IPSA) and in the manner required by the Companies Act, 1963 (Act 179).

We have audited the financial statements of Public Utilities Regulatory Commission (the "Commission") for the year ended 31st December 2018.

The financial statement on pages 8 to 19 comprise;

The statement of financial position as at 31st December 2018;
The statement of comprehensive income for the year then ended;
The statement of cash flows for the year then ended; and
The notes to the financial statements, which include a summary of significant accounting policies.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We are independent of the Commission in accordance with the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code). We have fulfilled our other ethical responsibilities in accordance with the IESBA Code.

SENIOR PARTNERS: G.M. Sarpong FCCA. CA (GH), Peter Williams CA (GH), Edmund Asafu-Adjaye CA (GH)

Other Information

The Commissioners are responsible for the other information. The other information comprises the Report of the Commissioners, shareholders information but does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Commissioners for the Financial Statements

The Commissioners are responsible for the preparation of financial statements that give a true and fair view in accordance with International Public Sector Accounting Standards (IPSA) and in the manner required by the Companies Act, 1963 (Act 179), and for such internal control as the Commissioners determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Commissioners are responsible for assessing the Commission's ability to continue as a going concern basis of accounting unless the Commissioners either intend to liquidate the Commission or to cease operations, or have no realistic alternative but to do so.

The Commissioners are responsible for overseeing the Commission's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Commissioners.

- Conclude on the appropriateness of the Commissioners' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Commission's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion.

  Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Commission to cease to continue as a going concern; and

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

- We also provide the Commissioners with a statement that we have complied with relevant ethical requirements regarding independence, and have communicated with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with the Commissioners, we determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation preludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonable be expected to outweigh the public interest benefits of such communication.

Report on Other Legal and Regulatory Requirements

We report on other regulatory requirement that the Financial Statements give a true and fair view and fairly comply with;

Financial Administration Regulations, 2004, L.I. 1802

The Internal Revenue Act, 2000 (Act 592)

Value Added Tax Act, 1998 (Act 546)

Public Procurement Act, 2003 (Act 663)

Public Procurement (Amendment) Act 2016

Public Financial Management Act, 2016 (Act 921)

The engagement partner on the audit resulting in this independent auditor's report is **Edmund Asafu-Adjaye (ICAG/P/1519)**

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.....

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23RD December 2019

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31ST DECEMBER 2018

	NOTES	2018 GH¢	2017 GH¢
REVENUE			
Regulatory Levies	3	52,679,677	54,231,281
Donor and Others	4	330,006	125,022
Total Revenue		**53,009,683**	**54,356,303**
Expenditure			
Personnel Cost	5	14,381,050	12,848,324
Commissioners' Allowances	6	355,375	432,188
Administrative Expenses	7	4,155,923	3,585,810
Operational Expenses	8	5,552,749	2,413,263
Total Expenditure		**24,445,097**	**19,279,585**
Net Surplus for the year		**28,564,586**	**35,076,718**

ACCUMULATED FUND FOR THE YEAR ENDED 31ST DECEMBER 2018

Balance at 1st January	81,145,329	46,068,611
Net Surplus for the year	28,564,586	35,076,718
Balance at 31st December	**109,709,915**	**81,145,329**

Notes from pages 11-19 form an integral part of these financial statements and should therefore be read in conjunction therewith.

STATEMENT OF FINANCIAL POSITION AS AT 31ST DECEMBER 2018

	NOTES	2018 GH¢	2017 GH¢
ASSETS			
Non-Current Assets			
Property, Plant And Equipment	9	6,964,822	5,370,467
Capital Work-In-Progress	10	3,997,321	3,986,321
Deferred Expenditure	11	198	438
Intangible Asset	12	9,584	58,319
		10,971,925	9,415,545
Current Assets			
Accounts Receivables and Prepayments	13	417,072,657	314,269,558
Cash and Bank Balances	14	1,345,411	818,300
		418,418,068	315,087,858
TOTAL ASSETS		**429,389,993**	**324,503,403**
EQUITY & LIABILITIES			
Equity Attributable to Equity Holders			
Accumulated Fund		109,709,915	81,145,329
Capital Surplus	15	4,495,651	4,495,651
Total Equity		**114,205,566**	**85,640,980**
Current Liabilities			
Accounts Payables & Accruals	16	315,184,427	238,862,423
Total Current Liabilities		**315,184,427**	**238,862,423**
TOTAL EQUITY AND LIABILITIES		**429,389,993**	**324,503,403**

Approved by the Commissioners on DECEMBER 23, 2019 and Signed by:

.....
COMMISSIONER

.....
COMMISSIONER

Notes from pages 11-19 form an integral part of these financial statements and should therefore be read in conjunction therewith.

CASHFLOW STATEMENT FOR THE YEAR ENDED 31ST DECEMBER 2018

OPERATING ACTIVITIES	NOTES	2018 GH¢	2017 GH¢
Net Surplus for the year		28,564,586	34,501,754
Adjustments for:			
Depreciation	9a	777,935	693,357
Gain on Disposal	9b	(128,948)	8,291
Amortization of Deferred Expenditure	11	240	240
Computer Software Amortization	12	48,735	68,342
Operating Profit before Working Capital Changes		**29,262,548**	**35,271,984**
Changes In Working Capital			
Changes in Trade Receivables & Prepayments	13	(102,803,099)	(113,022,97)
Changes in Trade Payables	16	76,322,004	77,602,329
Net Cash Inflow/(Outflow) from Operating Activities		**2,781,453**	**(148,657)**
INVESTING ACTIVITIES			
Purchase of Property, Plant and Equipment	9	(2,372,352)	(265,796)
Intangible Assets		(-)	(15,000)
Capital Work-In-Progress	10	(11,000)	-
Proceeds from the Sales of Asset	9b	129,010	3,430
Net Cash (used in) Investing Activities		**(2,254,342)**	**(277,366)**
Net Change in Cash & Cash Equivalents		**527,111**	**(426,023)**

ANALYSIS OF CASH AND CASH EQUIVALENTS

Balance at 1st January		818,300	1,244,323
Net Change in Cash & Cash Equivalents		**527,111**	**(426,023)**
Balance at 31st December	14	1,345,411	818,300

Notes from pages 11-19 form an integral part of these financial statements and should therefore be read in conjunction therewith.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

1) REPORTING ENTITY

The Public Utilities Regulatory Commission is the economic regulator of Electricity, Natural Gas and Water in Ghana. The Commission is an independent body set up to provide guidelines on rates chargeable for provision of utility services; among others as spelt out in Section 3 of PURC Act 538. The Commission was set up by an Act of Parliament under the Public Utilities Regulatory Commission Act, 1997 Act 538.

2) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The significant accounting policies which have been adopted by the Public Utilities Regulatory Commission in the preparation of these Financial Statements are disclosed under the appropriate headings in the notes below;

2.1) Basis of Accounting

These accounts have been prepared under the historical cost convention. The reporting framework for the purpose of this year's account is the International Public Sector Accounting Standards.

2.2) Comparative Figures

The comparative figures covered the year ended 31st December 2017. However, where considered necessary, comparative figures have been reclassified to achieve consistency with presentation of current year figures.

2.3) Property, Plant & Equipment

These are stated at cost or fair value less aggregate depreciation as per the Property, Plant and Equipment schedule.

Depreciation has been provided on the straight line basis in order to write off the values of the assets over their estimated useful lives as follows:-

Motor Vehicles	*5 Years*
Computer and Accessories	*3 Years*
Furniture & Fittings	*5 Years*
Office Equipment	*5 Years*
Leasehold Land	*50 Years*

2.3.1) Revaluation of Property, Plant & Equipment

It is the policy of the Commission to revalue its Properties, Plant and Equipment every 5 years based on a professionally Qualified Valuer's Certificate. The carrying value is determined by the fair value at the date of revaluation less any Accumulated Depreciation and subsequent Accumulated Impairment. The revaluation shall be made to ensure that the carrying amount does not differ materially from that which would be determined using Fair Value at the end of the reporting year.

2.4) **Foreign Exchange Conversion**

All transactions denominated in foreign currencies are recorded in Ghana Cedis (GH¢) at the rate of exchange ruling on the date of the transaction. Monetary balances denominated in foreign currencies are expressed in Ghana Cedis (GH¢) at the rate of exchange ruling as at the Statement of Financial Position date.

2.5) **Intangible Assets**

Initial Measurement

Intangible assets are measured at cost less accumulated amortization and any accumulated impairment losses. Amortization is charged so as to allocate the cost of intangibles less their residual values over their estimated useful lives, using the straight-line method.

A useful life of 3 years is used to amortize Softwares.

Subsequent Measurement

If there is an indication that there has been a significant change in amortization rate or residual value of an asset, the amortization of that asset is revised prospectively to reflect the new expectations.

2.6) **Cash and Cash Equivalents**

Cash and Cash Equivalents are defined as cash in hand, demand deposits and short term investments in marketable securities that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value. For the purpose of cash flow statement, cash and cash equivalents consist of cash on hand and bank deposits net of any outstanding bank overdrafts.

2.7) **Employee Benefits**

Defined Contribution Plans

A defined contribution plan is a post-employment benefit plan under which an entity pays fixed contributions to a separate entity and will have no legal or constructive obligation to pay future amounts. Obligations for contributions to defined contribution schemes are recognized as an expense in profit or loss when they are due.

The Commission is required to contribute 13.5% of employees' basic salary to the Social Security and National Insurance Trust and 5% to a Fund Manager under the terms of the Pension Act 2008 (Act 766).

2.8) **Going Concern**

The Commission's Commissioners have made an assessment of its ability to continue as a going concern and is satisfied that it has the resources to continue in business for the foreseeable future. Furthermore, Commissioners are not aware of any material uncertainties that may cast significant doubt upon the Commission's ability to continue as a going concern. Therefore, the Financial Statements continue to be prepared on the going concern basis.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

			2018 GH¢	2017 GH¢
3)	**Regulatory Levy**		**52,679,677**	**54,231,281**
	This consists of the following inflows:			
	Electricity Levy		26,308,284	16,949,252
	Natural Gas Levy		26,371,393	37,282,029
4)	**Donor & Others**		**330,006**	**125,022**
	This consists of the following inflows:			
	Other Non-Regulatory Income	**SCH.I**	330,006	125,022
5)	**Personnel Cost**	**SCH.II**	**14,381,050**	**12,848,324**
	This consists of the Salaries and other benefits to Staff			
6)	**Commissioners' Allowances**	**SCH.III**	**355,375**	**432,188**
	This consists of Allowances paid to Commissioners as ratified by the Office of the President.			
7)	**Administrative Expenses**	**SCH.IV**	**4,155,923**	**3,585,810**
	These include:			
	Audit Fees		54,000	52,650
	Depreciation and Amortization		826,910	761,939
8)	**Operational Expenses**	**SCH.V**	**5,552,749**	**2,413,263**

This consists of Expenses on Operational Activities of the Commission as per Section 3 of Act 538, 1997.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

9a) PROPERTY, PLANT AND EQUIPMENT

	2018	Leasehold Land GH¢	Motor Vehicle GH¢	Computer & Accessories GH¢	Office Equipment GH¢	Furniture & Fittings GH¢	Total GH¢
a)	**COSTS**						
	Balance at 1st January	4,884,629	2,064,386	444,824	1,419,320	275,523	9,088,682
82	Additions during the year	-	1,961,677	109,890	180,020	120,765	2,372,352
	Disposal	-	(336,267)	(24,272)	(112,432)	(3,553)	(476,524)
	Balance at 31st December	4,884,629	3,689,796	530,441	1,486.907	392,737	10,984,510
b)	**ACCUMULATED DEPRECIATION**						
	Balance at 1st January	597,598	1,613,705	310,629	974,209	222,074	3,718,215
	Charge for the year	99,204	327,451	86,971	219,189	45,120	777,935
	Disposal	-	(336,267)	(24,272)	(112,370)	(3,553)	(476,462)
	Balance at 31st December	696,802	1,604,889	373,328	1,081,026	263,643	4,019,688
c)	**NET BOOK VALUES**						
	31st December, 2018	4,187,827	2,084,907	157,113	405,881	129,094	**6,964,822**

	2017	Leasehold Land GH¢	Motor Vehicle GH¢	Computer & Accessories GH¢	Office Equipment GH¢	Furniture & Fittings GH¢	Total GH¢
a)	**COSTS**						
	Balance at 1st January	4,865,894	2,200,045	432,653	1,308,507	281,027	9,088,126
	Additions during the year	18,735	-	102,670	143,071	1,320	265,796
	Disposal	-	(135,659)	(90,499)	(32,258)	(6,824)	(265,240)
	Balance at 31st December	4,884,629	2,064,386	444,824	1,419.,320	275,523	9,088,682
b)	**ACCUMULATED DEPRECIATION**						
	Balance at 1st January	498,051	1,468,953	329,127	801,192	181,054	3,278,377
	Charge for the year	99,547	269,106	72,001	204,859	47,844	693,357
	Disposal	-	(124,354)	(90,499)	(31,842)	(6,824)	(253,519)
	Balance at 31st December	597,598	1,613,705	310,629	974,209	222,074	3,718,215
c)	**NET BOOK VALUES**						
	31st December, 2017	4,287,031	450,681	134,195	445,111	53,449	**5,370,467**

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2018

9b) **Disposal of Property and Equipment**

	2018 GH¢	2017 GH¢
Cost	476,524	265,240
Accumulated Depreciation	(476,462)	(253,519)
Carrying Amount	(62)	11,721
Sales Proceeds	129,010	3,430
Gain/(Loss) on Disposal	128,948	(8,291)

10) **Building Work-In-Progress**

Balance as at 1st January	3,986,321	3,986,321
Additions for the year	11,000	-
Balance as at 31st December	3,997,321	3,986,321

This represents expenditure to date on the Commission's proposed 15 Storey Office Complex at African Liberation Circle, Accra.

11) **Rehabilitation Expenditure**

Balance as at 1st January	438	678
Additions	-	-
Amount Written Off	(240)	(240)
Balance as at 31st December	198	438

This represents Rehabilitation works on the Commission's Rented Office Building which is being written off over 5 years.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

		2018 GH¢	2017 GH¢
12)	**Intangible Asset**		
	Cost		
	Balance as at 1st January	1,226,646	1,211,646
	Addition	-	15,000
	Balance as at 31st December	1,226,646	1,226,646
	Amortization		
	Balance as at 1st January	1,168,327	1,099,985
	Charge for the year	48,735	68,342
	Balance as at 31st December	1,217,062	1,168,327
	Net Book Value	9,584	58,319
13)	**Account Receivables and Prepayments SCH.VI**	**417,072,657**	**314,269,558**
14)	**Cash and Bank Balances**		
	These Consist of		
	Cash on Hand	67,478	61,995
	Cash at Bank	1,277,933	756,305
		1,345,411	818,300
15)	**Capital Surplus**	4,495,651	4,495,651

This resulted from the revaluation of office Property at 51 Liberation Road, Ridge, Accra on 9th November, 2011 by Bortey Consulting, Valuers and Estate/Project Managers, Estate Brokers.

16)	**Accounts Payables**	**SCH.VII**	**315,184,427**	**238,862,423**
17)	**Analysis of the balances of Cash & Cash Equivalents**			
	Cash & Bank	(Note 14)	1,345,411	818,300

For the purposes of the statement of cash flows, cash equivalents include bank and cash balances.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

SCHEDULES TO THE FINANCIAL STATEMENTS	2018 GH¢	2017 GH¢
Schedule I		
Non-Regulatory Income		
Ghana Water Company Limited	36,000	90,000
Sales of Tender Document	2,400	-
Sundry Income	228,948	-
Interest on Call Account	62,658	35,022
	330,006	125,022
Schedule II		
Personnel Cost		
Salaries & Allowances	11,532,607	10,432,434
Medicals	522,292	441,914
Overtime Allowances	47,088	38,778
Temporal Staff Allowances & National Serv. Allowances	78,150	26,659
Staff Transfer Expenses	149,438	14,599
Employer's contributions to Pension Funds	2,051,475	1,893,940
	14,381,050	12,848,324
Schedule III		
Commissioners' Allowances		
Commissioners' Allowances	200,875	192,938
Commissioners' Sitting Allowances	154,500	239,250
	355,375	432,188

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31ST DECEMBER 2018

Schedule IV
General Administrative Expenses

	2018 GH¢	2017 GH¢
Insurance	76,424	62,198
Rent	249,464	277,783
Electricity and Water	226,985	280,900
Post and Telecommunications	226,776	225,075
Motor Vehicle Running Cost	695,207	539,722
Audit Fees	54,000	52,650
Forensic Audit Fee	262,172	87,391
Bank Charges	20,626	22,585
Security	137,403	107,400
Adhoc Sub Committees	25,125	12,500
Printing and Stationery	325,126	292,531
Office Consumables	215,963	145,664
Travelling and Transport	47,328	34,363
Welfare Expenses/Honorarium	158,326	160,537
General Repairs and Maintenance	208,669	119,458
Corporate Social Responsibility	63,100	30,000
Office Cleaning and Sanitation	139,516	100,411
Computer Software Amortization	48,735	68,342
Amortization of Rehabilitation Expenses	240	240
Depreciation	777,935	693,357
Exchange Loss/Interest Charge	-	5,757
Professional Fees	129,092	158,222
Loose Tools	67,714	103,907
Loss on Disposals	-	8,291
	4,155,923	3,585,810

Schedule V
Operational Expenses

Travelling and Transport	770,815	181,852
Training and Conferences	1,608,214	433,106
Printing and Publication	100,805	15,114
Materials and Consumables	67,976	41,156
Commissioners Technical Sub-Committees	309,875	193,075
Public Relations and Related Expenses	46,764	10,700
Operational Program Expenses	2,471,263	1,380,375
Legal Expenses	177,037	157,885
	5,552,749	2,413,263

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST DECEMBER 2018

Schedule VI **Accounts Receivables and Prepayments**	**2018** **GH¢**	**2017** **GH¢**
GRIDCO Limited	122,151,388	83,247,178
Ghana National Gas Company Limited	294,408,553	230,338,601
Staff Debtors	290,907	283,005
Sundry Debtors	360	102,400
Rent Prepaid	104,538	224,695
Insurance Prepaid	111,411	73,679
Others	5,500	-
	417,072,657	314,269,558

Schedule VII **Accounts Payables and Accruals**		
Energy Commission	78,551,088	59,757,286
Rural Electrification	134,482,208	102,429,771
Due to Pro Poor	100,555,101	75,456,747
Sundry Creditors	1,596,030	1,218,619
	315,184,427	238,862,423