PUBLIC UTILITIES REGULATORY COMMISSION

OFFICE LOCATION:
53 LIBERATION ROAD
AFRICA LIBERATION CIRCLE
ACCRA, GHANA

POSTAL ADDRESS:
P.O. BOX CT 3095
CANTONMENTS, ACCRA
TEL: (233-302) 244180-4 / 240046
(233-302) 218300
FAX: (233-302) 244188
E-MAIL: info@purcghana.com
www.purc.com.gh

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PUBLIC UTILITIES REGULATORY COMMISSION
PRESS RELEASE
INABILITY OF ELECTRICITY PRE-PAID CUSTOMERS TO PURCHASE UNITS

It has come to the notice of the Public Utilities Regulatory Commission that the current labour unrest at the Electricity Company of Ghana is affecting service delivery in the country. Customers of pre-paid meters are unable to purchase Electricity Units at the various vending points being manned by the Electricity Company of Ghana (ECG).

This is a very unfortunate situation especially when it is at the beginning of the month when most customers of pre –paid meters purchase their units, their inability to purchase electricity units definitely means that consumers who are affected are going to sleep in darkness and also businesses on pre- paid metering will be unable to operate.

The Commission is aware that private vendors who work with the ECG are operating, but considering the number of customers on the ECG network it is clear that these private vendors cannot attend to all these customers.

It is regarding this situation that the Commission is asking the ECG to ensure that the various labour unrests confronting them should be managed and contained in such a manner that it does not escalate to affect the delivery of good quality service to the Consumer of Electricity within their operational areas.

The Management of the ECG should not lose sight of the fact that distribution of electricity is an essential service so under the circumstances a contingency plan should be put in place to ensure that services to the consumer will not be curtailed completely.

The inability or unpreparedness of the Management of the ECG to put in a contingency plan within this period will attract the necessary sanctions and penalties from the Commission.

This action by the Commission will be exacted in accordance with the Electricity Supply and Distribution (Technical and Operational) Rules 2005 (LI 1816) which states that:

"The Supplier shall ensure that facilities for the purchase of units for prepayment meters are available at all its customer service centers between the hours of 8.00am to 5.00pm each working day."

Also the Electricity Supply and Distribution (Standards of Performance Regulations) 2008 (LI 1935), states that:

"Where the supplier fails to keep open the facility for the purchase of credit for a prepayment meter for a minimum period of eight hours each day of the week the supplier shall pay as a penalty an amount as prescribed by law."

It should be noted that under the Public Utilities Regulatory Commission Act (Act 538), 1997, the Commission has the mandate to protect the interest of the Utility Consumer.

Nana Yaa Akyempim Jantuah
Director, Public Relations & External Affairs