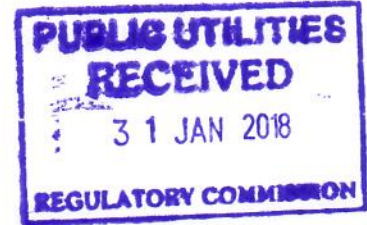




PRIVATE ENTERPRISE FEDERATION

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January 30th 2018
The Executive Secretary
Public Utilities Regulatory Commission
53 Liberation Road
Africa Liberation Circle
Accra, Ghana



Attn: Mr. Emmanuel N. Fiati, Director
Re: Request for Stakeholder Submission in Respect of Electricity and Water Tariffs:

A. INEFFICIENCIES AND WASTE BY GHANA WATER COMPANY

Reference to your letter dated January 8, 2018, we write to inform the Commission of absolute INEFFICIENCIES AND FAILING TO MONITOR WASTE OF RESOURCE BY THE GHANA WATER COMPANY which results in high tariffs to users of their product. The refusal of staff of the Ghana Water Company at the LEGON jurisdiction, to repair a water-main break spewing uncontrollably thousands of gallons of valuable and scarce water into the streets for more than FOUR(4) MONTHS in Agringanor part of East Legon, Accra between July and November 2017 despite repeated reports to their staff and offices.

In addition to reports to various officials of the company (including the meter reader) about this break, I personally reported the damage to the Legon Office of the Ghana Water Company near the ECG office on the Madina road for at least 5 times without any response or effort to repair the damage. Meantime that the water was spewing out I did NOT have water in my house which was just about 20 meters away from the break.

I eventually sought the intervention of the ADENTA MCE who came over on a weekend and called ECG repairmen to attend to it. They did a partial repair and left the drain to continue.

Finally, I was able to get the commercial officer at that Legon office to get a repairman to come with me to repair. After the repair to the street pipes, we realized that the connection to my house has also been breached so they had to reconnect me to the pipeline.

Since the reconnection, water continues to leak down in the house. Even when all the pipes in the house are shut down the meter continues to run showing there is water flowing through the meter. **THIS RESULTED IN A BILL OF Ghc 4,855.11(FOUR THOUSAND EIGHT HUNDRED AND FIFTY FIVE GHANA CEDIS) for the month of NOVEMBER 2017 for a house whose monthly bill was around Ghc 40-55 cedis.**

WHERE IS THE MONITORING MECHANISM to alert officials that there is something wrong in their system.

I BROUGHT THE BILL AND THE MY COMPLIANT TO THE SAME OFFICE AND NOTHING HAD BEEN DONE THROUGH TODAY. THE DECEMBER BILL ALSO CAME TO Ghc1,625.34 WHICH WAS ALSO BROUGHT TO THEIR ATTENTION AND YET NOTHING WAS DONE.

Despite repeated visits to the office to complain of the situation **ABSOLUTELY NOTHING HAS BEEN DONE AS I WRITE AND WATER CONTINUES TO LEAK INTO THE UNDERGROUND OF MY HOUSE WHICH IS A TREAT TO THE STABILITY AND SAFETY OF THE HOUSE.**

WHILE WE WASTE WHAT WAS PRODUCED AT COST WE FAIL TO MONITOR AND PROTECT THE PRODUCT RATHER TO PASS ON THESE INEFFICIENCIES TO THE CONSUMER AND PATRONS OF THE SERVICE THROUGH PURC RATE UPGRADES.

B. ECG'S UNPREDICTABLE ASSESSMENT OF USE OF POWER AND INCONSISTENT CHARGES:

For a house that uses the same appliances and lights throughout the month, the charges by ECG are so inconsistent that there is no justification to it.

SOME DAYS THE CHARGES ARE Ghc 174.23 for 3days then daily charges of 34.66, 6.12, 56.89, 17.33, when no new appliance or extended use of electricity has occurred. THESE ARE

EXAMPLES OF THE INCONSISTENCIES IN THE CHARGES THROUGHOUT THE YEAR AND WE HAVE THE DOCUMENTATION AVAILABLE TO PURC TO PROVE THAT.

Despite repeated request to the utility to audit their system to ascertain accuracy of billing nothing has been done.


RECOMMENDATION:

I REQUEST THAT BEFORE ANY TARIFF INCREASES ARE APPROVED FOR THE UTILITY COMPANIES PURC SHOULD DO THE FOLLOWING:

1. EVALUATE THE COST STRUCTURE OF THE INSTITUTIONS TO ASCERTAIN HOW THEIR PURPORTED COST WERE INCURRED TO ATTEST TO THE ACTUAL COST OF PRODUCTION AND OTHER INCIDENTALS.
2. MONITOR CASES REPORTED TO THE AGENCIES AND THE TIMELINES OF THEIR RESPONSES AND THE COST IMPLICATIONS OF DELAYED RESPONSE
3. ASSESS THE IMPACT OF THESE EXCESS COSTS ASSOCIATED TO THESE INEFFICIENCIES TO THE VIABILITY OF THE UTILITY COMPANY.
4. INSTITUTE PERFORMANCE METRICS FOR THESE AGENCIES WITH VERIFIABLE INDICATORS THAT ARE PUBLISHED FOR THE PUBLIC TO MONITOR.

I trust these are but a few of the actions that can be instituted for efficiency in our utility companies.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Nana Osei-Bonsu', is written over a faint rectangular stamp or grid.

Nana Osei-Bonsu
CEO