



PUBLIC UTILITIES REGULATORY COMMISSION

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PUBLIC UTILITIES REGULATORY COMMISSION **PRESS RELEASE** **COMPLAINTS RESOLVED FOR THE YEAR 2014**

In accordance with the Public Utilities (Complaints Procedure) Regulations 2000(LI1665) the Public Utilities Regulatory Commission received and resolved Two Thousand Five Hundred and forty Nine,(2,549) Complaints from consumers of Electricity and Water in the year 2014.

The Commission through their Complaint Resolution mechanisms was able to assist consumers of Electricity and Water to receive compensation and refunds to the tune of about Eight Million Ghana Cedis (Ghc 8,000,000.00)

Notable among these were a compensation for a burnt house which attracted a compensatory amount of One hundred and eighty Five Thousand Ghana Cedis (Ghc 185,000.00) and a company whose disputed bill was reduced from Ghc 8,012,588.09 to Ghc 1,440,676.

These refunds and Compensation was given to Consumers of Water and Electricity by the Electricity Company of Ghana, the Northern Electricity Distribution Company and the Ghana Water Company with the Intervention of the PURC.

The categorization of complaints received from Consumers were

- Billing(Over Billing)
- Metering(Acquisition and Faulty Meters)
- Unlawful and Wrongful Disconnections
- Outages Associated with Faults
- Quality of Service(No Flow of Water, Low Voltages Voltage Fluctuations, Burst Pipes etc)
- Damaged Equipments

Consumers of Electricity and Water are encouraged to complain to the Public Utility in the first instance, but where a complaint made directly to a Utility is not satisfactorily dealt with by the Utility Service Provider, the complaint must be redirected to the Commission for an appropriate redress.

The Commission wishes to indicate that these Complaints are ones which were unresolved by the Utility Service Providers.

A Complaint to the Commission may be written or oral. Any Public Utility that contravenes the Provisions of the Public Utilities (Complaints Procedure) Regulations 2000(LI1665) will be liable to pay the prescribed penalty units or imprisonment for one year or both.

Under the PURC Act 1997(Act 538) the Commission may apply to the High Court for the enforcement of its decisions and directions.



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