



PUBLIC UTILITIES REGULATORY COMMISSION

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MEDIA RELEASE

PURC ORDERS ECG TO PAY COMPENSATION TO ITS PREPAYMENT CUSTOMERS IN ACHIMOTA, KORLE-BU, DANSOMAN AND KANESHIE

Immediate Release

1. The Public Utilities Regulatory Commission (PURC), has ordered the Electricity Company of Ghana (ECG) to pay compensation to the affected prepayment customers in Achimota, Korle- Bu, Dansoman and Kaneshie who were unable to purchase electricity units from December 3- 12, 2017.
2. Subject of violation:
 - Failure to provide facilities for vending of electricity credit to customers on its prepayment meter system in the affected areas (Achimota-Korle-Bu-Dansoman and Kaneshie) from December 3-12, 2017, contrary to its statutory obligations stated in Regulation 6 (2) (i) and (j) of the Electricity Supply and Distribution LI1816.
 - Slow response to customers and the public.
 - Late and unsatisfactory response to related regulatory queries.
3. The Commission through its regular monitoring of utility service provision, became aware on December 4, 2017 of the inability of the ECG customers in Achimota, Korle-Bu, Dansoman and Kaneshie Districts of Accra to purchase electricity units.
4. The Commission undertook preliminary investigations into the matter on December 4, 2017 and further directed ECG to submit technical and operational information on the Prepayment System and its failure. ECG was also given an opportunity to answer questions and explain the circumstances of the incident to the Commission.
5. Having investigated the matter, reviewed data submitted by the ECG including correspondence, minutes, incident reports, BOT contract and system documentation, the Commission arrived at the conclusion that there was a violation on the part of the ECG.

