



# **PUBLIC UTILITIES REGULATORY COMMISSION**

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16<sup>th</sup> September, 2016

## **PRESS RELEASE** **PURC SANCTIONS ELECTRICITY COMPANY OF GHANA** **FOR BREACHING LI 1816 AND LI 1935**

The Public Utilities Regulatory Commission has sanctioned the Electricity Company of Ghana to the tune of Two Hundred and Two Thousand, Six Hundred and Forty Ghana Cedi's (GHS 202,640.00) and this constitute penalties for the Breach of Statutory Obligations in respect of the opening hours of Customer Service Centers and Pre-payment Metering Vending Points of the Electricity Company of Ghana (ECG).

This Penalty also covers the ECG's refusal to provide contingency measures to ensure customers of pre-payment metering could proceed to buy credits during the industrial strike which was embarked on by ECG workers in the first week of September 2016.

The Order to pay Penalties should be adhered to by the ECG before 16<sup>th</sup> September 2016 as stipulated by law; failure by the ECG to comply with this order shall attract an additional Ten Thousand Ghana Cedis (GHS10,000.00) for each day of non-compliance to the Order.

It should be recalled that customers of ECG who were using pre - payment metering service were unable to purchase credits at the beginning of September 2016 because the ECG workers embarked on a strike action concerning the introduction of private participation in the operations of the ECG. The striking workers even turned away customers who came to the centers to pay their bills.

The PURC as the Regulator of water and electricity services wishes to indicate that the Commission has a mandate to protect the interest of the consumer and ensure the financial viability of the utility service provider and we will tip this balance carefully and equitably by using all the relevant Laws and Regulations available to assist us fulfill our Regulatory mandate.

Thank You

  
**Nana Yaa Akyempim Jantuah**  
**Director, Public Relations & External Affairs**