

The PURC Weekly Newsletter provides a concise, refreshing and balanced take on the weekly activities carried out by various Directorates in the Commission. It highlights on the top stories and delivers news on regulated activities for staff and key stakeholders.

## 2019 TARIFF REVIEW

### Public Hearing

The Commission, as part of the 2019 Major Tariff Review process, has undertaken Public Hearing programs in accordance with the Public Utilities Regulatory Commission Act, 1997 (Act 538).

The programs were held in Tamale (9th January 2019), Kumasi (11th January 2019) and Accra (14th January 2019) to create a platform for the

utility service providers to present their tariff proposals to consumers and the general public. Participants were giving the opportunity to ask questions and make their inputs on the presentations.

The platform also offered the Commission the opportunity to obtain feedback from consumers and the general public with respect to the tariff proposals presented by the

utility service providers.

Utility Service Providers that presented their proposals during the programs include the Ghana Grid Company Limited (GRIDCo), Electricity Company of Ghana (ECG), Enclave Power Company (EPC), and Ghana Water Company Limited (GWCL).



*Mr. Ishmael Edjekumhene, Chairman of the Technical Committee of PURC addressing participants*



*Participants seated at the Public Hearing program held in Accra*



*A participant asking questions during the program*



*PURC Board Members seated during the program*



*Participants Seated at the Public Hearing Program held in Kumasi*



*Mr. Adlai Opoku-Boamah making a presentation for Enclave Power Company*

**Stakeholder Consultative Meeting**

Following the series of Public Hearing programs, the Commission held a Stakeholder Consultative meeting with the Parilamentary Select Committee on Mines and Energy on 17th January 2019.

The meeting was held to enable the utility providers present their 2019 tariff proposals to the Committee. Discussions were held after the presentations as well as a question and answer session.



*Hon Emmanuel Akwasi Gyamfi, Chairperson of the Committee*



*Mrs. Mami Dufie Ofori, Executive Secretary of PURC explaining a point*



*Hon. Joseph Kofi Ada, a member of the Committee asking a question*



*Participants seeted at the meeting*

**REGIONAL OPERATIONS**

**Western Region**

The Western Regional Office of the Commission, on 22nd January 2019, visited Kaku Suazo in the Axim District to investigate a reported electricity billing issue. The team found out that consumers in the town had not received electricity bills for more than a year. The team then followed up on the issue and forwarded it to the district office of the Electricity Company of Ghana (ECG). Officials of the ECG assured the PURC team that the consumers will be served their electricity bills in February 2019.

The office also engaged the media on 24th January 2019 to brief them on the activites and milestones achieved on complaints handling for the year 2018.



*A resident of Kaku Suazo explaining the billing issue to the PURC Team*



*The Western Regional Manager of PURC interacting with a media personel*



## Eastern Region

The Eastern Regional Office of the Commission undertook a number of public education programs between December 2018 and January 2019 which were aimed at sensitizing consumers on the functions of PURC, the Rights and Responsibilities of consumers and the Complaints Policy and Procedures. The regional office also used the programs as a medium to extend its complaint desk to the doorsteps of consumers.

Areas that were visited during the programs include Osino (24th January 2019), Kwahu Praso (25th January

2019), Akarteng and Dwenase (December 2018). The team engaged the District Chief Executive, District Coordinating Director, Member of Parliament, Assembly members, District Heads of Institutions as well as the general public.

The team also received complaints and feedback from consumers on the supply of electricity and water in the areas that were visited.



*The Regional Manager of PURC and his team educating consumers at Kwahu Praso*



*A Staff of the Eastern Regional Office Engaging Stakeholders at Osino*



*The team interacting with residents of Akarteng*



*A Staff taking down complaints of the consumers for redress*

## Brong Ahafo Region

The Commission has established a new office in Sunyani to serve consumers in the Brong Ahafo Region. The new office is one of the key projects in the Commission's effort to extend its services to all parts of the country. The office can be located at Plot 15/16 South Industrial Estate - Sunyani Magazine, BS-0075-2041 and can also be contacted through the following:

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- Tel: (+233-352) 021651, 021653
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