

PUBLIC UTILITIES REGULATORY COMMISSION

PRESS RELEASE ON COMPLAINTS HANDLING AND RESOLUTION

The Public Utilities Regulatory Commission is requesting all consumers of water and Electricity who have complained to the Utility Service Providers on quality of service delivery and have not received any satisfactory response should and can complain to the PURC.

Under the Public Utilities (Complaints Procedure) Regulations 1999 (LI 1665) any consumer who has a complaint against a Public Utility Provider (Water and Electricity) may complain to the PURC for redress. The following are the procedures for complaints:

- A complaint to the PURC maybe written or oral
- A written complaint must be addressed to the PURC
- Where an oral complaint is made or where the complainant cannot read or write the complaint would be put in writing by an officer of the PURC
- Where a complaint is written down by a person other than the complainant it would be explained to the complainant in a local language what exactly has been written and there shall be a declaration to that effect to ensure that the complainant understands exactly what has been explained.

In submitting a complaint a consumer needs to provide information which would enable the PURC investigate the matter and the information required is as follows:

- The full name, contact address and telephone and account number, the utility or person against whom the complaint is being made, particulars of the nature of complaint together with copies of any document in support of the complaint.
- The relief being sought by the complainant
- Where the person who lodges a complaint is acting on behalf of another person company or organization he/she must state in writing the capacity in which he/she is acting and the reason for doing so.

In responding to consumer complaints the PURC:

- Forwards a copy to the Utility Service Provider against whom a complaint is made
- The Commission then conducts a preliminary enquiry into the matter and also determines whether the complaint can be settled by mediation and settlement

- If no agreement is reached the Commission then conducts a formal hearing where both parties would be given the opportunity to state their case.

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The Commission is committed to ensuring that consumers of water and electricity who are dissatisfied with their service and does not receive any redress from the Utility Service Providers would have their complaints resolved.

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