

PUBLIC UTILITIES REGULATORY COMMISSION



REPORT ON STAKEHOLDER CONSULTATIONS ON TARIFF PROPOSALS FOR THE 2025–2030 MULTI-YEAR TARIFF REVIEW PERIOD

PART TWO: PUBLIC HEARINGS

NOVEMBER 2025

Contents

1.0 INTRODUCTION	1
2.0 OBJECTIVES/PURPOSE OF THE PUBLIC HEARINGS	1
3.0 PARTICIPANTS: UTILITIES, CUSTOMERS, THE PUBLIC	1
4.0 NATURE OF ENGAGEMENTS/METHODOLOGY	2
5.0 SUMMARY OF OPENING REMARKS	2
5.1 Opening Remarks by Dr Shafic Suleman, Executive Secretary, PURC	2
5.2 Opening Remarks by Hon. Nana Yaa Jantuah, Chairperson, Board Communication and Stakeholder Management Committee	3
5.3 Speech by Daasebre Kwaku Boateng III, Omanhene of the New Juaben Traditional Area, during the Eastern Public Hearing	3
5.4 Nana Kobina Nketsiah V, Paramount Chief of the Essikado Traditional Area, during the Western/Western North Regional Public Hearing	4
5.5 Speech by Osabarima Kwasi Atta II, Omanhene of the Ogua Traditional Area, during the Central Public Hearing	5
5.6 Speech by the Upper East Regional Minister, Hon. Akamugri Donatus Atanga, during the Upper East Public Hearing	6
5.7 Speech by the Upper West Regional Minister, Hon. Charles Lwanga Puozuing Esq, during the Upper West Public Hearing	7
6.0 SUMMARY OF PRESENTATIONS	8
6.1 Presentation of Tariff Proposal by NEDCo	8
6.2 Presentation of Tariff Proposal by ECG	8
6.3 Presentation of Tariff Proposal by GWL	8
6.4 Presentation of Tariff Proposal by GRIDCo	9
7.0 HIGHLIGHTS OF KEY ISSUES	10
7.1 Greater Accra Regional Public Hearing: Key Issues Arising	10
7.2 Eastern Regional Public Hearing: Key Issues Arising	14
7.3 Volta/Oti Regional Public Hearing: Key Issues Arising	18
7.4 Western/Western North Regional Public Hearing: Key Issues Arising	23
7.5 Central Regional Public Hearing: Key Issues Arising	27
7.6 Ashanti Regional Public Hearing: Key Issues Arising	31
7.7 Bono/Ahafo/Bono East Regional Public Hearing: Key Issues Arising	34
7.8 Northern Regional Public Hearing: Key Issues Arising	38
7.9 Upper East Regional Public Hearing: Key Issues Arising	41
7.10 Upper West Regional Public Hearing: Key Issues Arising	46

8.0 Recommendations and Conclusion51
8.1 Recommendations 51
8.2 Conclusion 53

1.0 INTRODUCTION

This report narrates the proceedings of the second part of the public engagements (regional public hearings) by the Public Utilities Regulatory Commission in collaboration with the regulated utilities. The public hearings were carried out in accordance with Sections 3(a) and 3(b) of the PURC Act 538.

The report highlights key issues arising from the public hearings, which were held from September 17, 2025, to October 30, 2025. The public hearings were carried out in the Greater Accra, Eastern, Volta, Western, Central, Ashanti, Brong Ahafo, Northern, Upper East, and Upper West Regions.

2.0 OBJECTIVES/PURPOSE OF THE PUBLIC HEARINGS

The purpose of the public hearings was to provide a platform for the regulated utilities to present their submitted tariff proposals to customers and the general public.

The platform allowed service providers to inform the public on their current investments, investment forecasts over the next five years, challenges and mitigation strategies, as well as emphasise their plans to improve service reliability and quality to customers.

Subsequently, the public was allowed to peruse the proposals, seek clarifications where necessary, and express their expectations about the tariff regime.

3.0 PARTICIPANTS: UTILITIES, CUSTOMERS, THE PUBLIC

The following utilities presented their tariff proposals to the public in different regions:

- Volta River Authority (VRA)
- Ghana Grid Company Limited (GRIDCo)
- Northern Electricity Distribution Company (NEDCo)
- Electricity Company of Ghana (ECG)
- Ghana Water Limited (GWL)

The table below shows the region, date and venues where the programs were held

Region	Date	Venue
Greater Accra	September 17, 2025	Shippers Authority, Accra
Eastern	September 24, 2025	Koforidua Cultural Centre
Volta/Oti	September 30, 2025	GNAT Hall, SSNIT Flat, Ho
Western/Western North	October 7, 2025	TTU Auditorium, Takoradi Technical University
Central Region	October 9, 2025	Pempamsie Hotel, Cape Coast

Ashanti	October 14, 2025	Prempeh Assembly Hall, Kumasi
Bono/Ahafo/Bono East	October 16, 2025	GNAT Hall, Sunyani
Northern/Savanna	October 22, 2025	Multipurpose Conference Facility University of Development Studies, Tamale
Upper East/North East	October 27, 2025	GNAT Hall, Bolgatanga
Upper West	October 30, 2025	Simon Diedong Dombo (USDD- UBIDS), Wa

4.0 NATURE OF ENGAGEMENTS/METHODOLOGY

The methodology for the public hearings began with sending invitations to stakeholders to attend at a specific venue, date, and time. Stakeholders were directed to the Commission’s website and the utilities’ websites to access the published proposals. This was to help them prepare before the hearings. Participants could listen to the tariff proposal presentations from the utilities, both in person and via livestream or online, and join discussions afterward.

Several engagement techniques were adopted during these consultations. These techniques principally involved the use of PowerPoint presentations, which enabled the utilities to present a detailed tariff proposal to the public. Presentations were made both in English and the respective local languages to allow those who could not comprehend what was said in English. The presentations were followed by question-and-answer sessions, as well as open discussions.

The key issues arising from the public hearings are summarised in Section 7 of this report.

5.0 SUMMARY OF OPENING REMARKS

5.1 Opening Remarks by Executive Secretary, PURC

The Executive Secretary of the Public Utilities Regulatory Commission (PURC), Dr. Shafic Suleman, opened the Public Hearings with a call for transparency, accountability, and active stakeholder participation in the tariff review process. He reaffirmed the Commission’s mandate to protect consumers while ensuring the financial sustainability of utility service providers, emphasising that the MYTO is a key regulatory tool



for maintaining predictability for utilities, stability for consumers, and confidence for investors.

Dr. Suleman emphasised that electricity, water, and natural gas are essential drivers of economic growth and social welfare and that the hearings provide an inclusive platform for stakeholders to examine and discuss the tariff proposals presented by the utilities. He described the process as the “*Citizens’ MYTO*”, underscoring the importance of public ownership and collaboration in shaping policies that promote sustainable and reliable utility services across the country.

He further announced that the Commission conducts the regional public hearings to ensure nationwide engagement, directing utilities to prepare adequately, communicate in local languages where necessary, and submit post-hearing reports within fourteen days in line with PURC’s guidelines. Dr. Suleman concluded by reaffirming the Commission’s commitment to a credible, transparent, and participatory tariff review process that balances economic realities with social considerations for the benefit of all Ghanaians.

5.2 Opening Remarks by Board Sub-committee Chairperson on Stakeholder Management, Communication and Research Committee



Hon. Nana Yaa Akyempim Jantuah, Chairperson of the Stakeholder Management, Communication and Research Committee of the Board, reaffirmed the statutory mandate of the Commission under Sections 3(a), 3(b), and 26 of the Public Utilities Regulatory Commission Act, 1997 (Act 538) to promote transparency and public participation in the tariff review process. She noted that these provisions empower the Commission to provide an enabling platform for utilities to present and justify their tariff proposals before stakeholders and the general public.

Hon. Jantuah emphasised that such engagements are essential for fostering accountability, fairness, and informed decision-making regarding utility regulations. She further encouraged all participants to take full advantage of the consultation by actively engaging with the presentations and seeking clarifications from the utilities to ensure a comprehensive understanding of the proposals and their implications.

5.3 Speech by Omanhene of the New Juaben Traditional Area, at the Eastern Regional Public Hearing

Theme: “*Transparent Pricing with Purpose: Protecting the Rights of Utility Services and Consumers*”



Daasebre Kwaku Boateng III, Omanhene of the New Juaben Traditional Area, delivered a compelling address on the importance of transparency, fairness, and public participation in utility pricing. He emphasised that transparent pricing is not merely an economic tool but a public good and a matter of rights, crucial for sustaining trust between consumers, regulators, and utility service providers.

He noted that utilities must recover legitimate costs to maintain reliable and sustainable services, while consumers have a right to access information on how tariffs are determined. He pointed out that there's a delicate balance between affordability for consumers and the financial viability of service providers, arguing that when people understand the rationale for tariffs and see corresponding service improvements, they are more likely to support adjustments.

Daasebre commended the Commission for consistently promoting transparency, accountability, and inclusiveness in the tariff review process, highlighting the Commission's efforts to provide platforms for dialogue and scrutiny of utility proposals. He urged service providers to communicate openly and in plain language, helping the public to connect tariffs with service outcomes. He also called on consumers to engage constructively by asking pertinent questions and ensuring that their voices would impact the final tariff structure. In conclusion, Daasebre emphasised that quality service delivery requires collective responsibility among regulators, utilities, and consumers alike to build a vibrant, transparent, resilient, and people-centred utility sector which would serve Ghana's long-term development agenda.

5.4 Speech by Chief of the Essikado Traditional Area, at the Western/Western North Regional Public Hearing



Nana Kobina Nketsiah V, Paramount Chief of the Essikado Traditional Area, emphasised that access to reliable and affordable utilities is a collective national responsibility that transcends politics. He commended the Commission for its sustained commitment to transparency, accountability, and stakeholder participation through the nationwide public hearing process. He described it as a vital platform for citizens to understand the cost structures, operational challenges, and regulatory considerations underpinning

tariff adjustments.

Addressing a key concern in the region, Nana Nketsiah V drew attention to the devastating impact of illegal mining (galamsey) on Ghana's water bodies and its resulting cost implications for water treatment and tariffs. He observed that the pollution of rivers has significantly increased the cost of purification chemicals and energy use for Ghana Water Limited (GWL), which impacts the water tariffs borne by consumers. He warned that if this environmental pollution continues unchecked, the nation risks compounding its water security and affordability challenges.

Nana Nketsiah V, therefore, called for a united and sustained national effort to combat illegal mining, stressing that the fight against "galamsey" must be a shared responsibility among government, traditional authorities, communities, and industry. He sympathised with consumers facing economic hardship and urged both utilities and the public to seek common ground between affordability and sustainability. In closing, he reaffirmed the importance of transparent tariff-setting processes that promote fairness, efficiency, and environmental stewardship, ensuring that regulatory outcomes serve both present and future generations.

5.5 Speech by Omanhene of the Ogu Traditional Area, at the Central Regional Public Hearing

Osabarima Kwasi Atta II, Omanhen of the Ogu Traditional Area, in his address as Guest of Honour, underscored the essential role of electricity and water in national development, describing them as necessities rather than luxuries that underpin education, healthcare, industry, and quality of life. He noted that while utilities must recover sustainable costs to maintain and expand infrastructure, tariff setting must carefully balance affordability for consumers with the financial viability of service providers.



He emphasised that transparency and accountability must guide the tariff determination process, with citizens fully informed about the reasons for tariff changes, how funds are applied, and what service improvements are expected in return. He commended the PURC for providing platforms that foster open dialogue among regulators, utility service providers, and consumers, referring to such engagements as vital to ensuring fairness and public trust in tariff reforms.

Osabarima further urged citizens to play their part by using electricity and water efficiently to reduce waste and to ease pressure on supply systems. He concluded by expressing optimism that the outcomes of the public hearings would inform evidence-based policy decisions, enhance public confidence, and contribute to the realisation of affordable, reliable, and sustainable utility services for all Ghanaians.

5.6 Speech by the Upper East Regional Minister at the Upper East Regional Public Hearing

The Upper East Regional Minister, Hon. Akamugri Donatus Atanga, commended the Commission for its commitment to transparency, accountability, and inclusiveness during the 2025–2030 Major Tariff Review Public Hearing held in Bolgatanga. He described the exercise as an essential component of participatory governance, ensuring citizens' voices are heard and taken on board in making decisions that affect their livelihoods. The Minister emphasised that utility tariffs directly impact households, businesses, and institutions and must therefore reflect a fair balance between affordability for consumers and financial sustainability for service providers.



He highlighted the infrastructure and service challenges that impact the Upper East Region. He noted that electricity coverage stands at 65.5%, significantly below the national average, with over 800 communities yet to be connected to the national grid. Rural water coverage, estimated at 63.9%, also suffers from contamination and reliability issues. The Minister appealed to the Ministry of Energy and Green Transition to expedite work on stalled rural electrification projects and urged utilities to focus on reducing operational inefficiencies, curbing illegal connections, and improving water safety and supply reliability to stimulate socio-economic growth.

The Minister further advised that any approved tariff adjustments should be tied to tangible service improvements such as fair billing, prompt responses to faults, and improved consumer engagement. He called on citizens to conserve resources, pay their bills responsibly, and support utilities in maintaining service delivery. In conclusion, the Minister reaffirmed the Regional Coordinating Council's support for the Commission's mandate and expressed confidence that the tariff review outcomes would promote fairness, sustainability, and shared prosperity, ensuring reliable and affordable electricity and water for all Ghanaians.

5.7 Speech by the Upper West Regional Minister, at the Upper West Regional Public Hearing

Hon. Charles Lwanga Puozuing Esq., Upper West Regional Minister, in his address as Guest of Honour at the Public Hearing held in Wa, emphasised the importance of balancing the economic realities of service providers with the social and developmental needs of consumers. He reaffirmed the government's commitment to ensuring affordable, reliable, and sustainable electricity and water services, particularly for underserved communities. The Minister commended the Public Utilities Regulatory Commission (PURC) for promoting transparency and citizen participation through its regional hearings, describing them as vital platforms for inclusive and evidence-based policymaking.



He further applauded utility companies for opening their tariff proposals to public scrutiny, which he said strengthens good governance and corporate accountability in the utility sector. Hon. Puozuing urged all stakeholders to engage in the tariff review process with patriotism, fairness, and foresight, stressing that efficient and affordable utilities are essential drivers of economic growth, public health, and human dignity.

The Minister concluded by calling for collaborative action among government, regulators, service providers, and consumers to build a transparent, inclusive, and equitable utility system that fosters public trust and shared prosperity. He reiterated that collective responsibility and informed participation are key to shaping a future where access to efficient and affordable utility services becomes a guaranteed right for all Ghanaians.

6.0 SUMMARY OF PRESENTATIONS

6.1 Presentation of Tariff Proposal by NEDCo

NEDCo proposed a 251.15% increase in the Distribution Service Charge (DSC) from GHp17.8900/kWh to GHp62.8204/kWh, seeking cost-reflective tariffs to enhance financial sustainability. The company also proposed the collapse of the 0–30 kWh lifeline band, the adoption of a uniform residential tariff, the removal of cross-subsidisation, and the introduction of a dedicated street-lighting tariff, noting that the current levy recovers only about 20% of the actual costs.

NEDCo explained the request by pointing out the ongoing losses from high bulk customers and transmission costs (approximately 64% of what customers pay), that current prices are not reflective enough, and that most of their customers are residential (83.55%) and lifeline (39%) users in thinly populated northern areas. The company outlined service and reliability improvements undertaken since 2022, including the commissioning of the Lamashegu primary substation, transformer upgrades, the replacement of 100 km of conductor, the installation of smart split meters, the establishment of new service centres, and the construction of a data centre. Eleven new projects valued at US\$418.7 million were also presented for 2025–2030 to reinforce the grid, expand metering, and improve supply reliability.

6.2 Presentation of Tariff Proposal by ECG

The Electricity Company of Ghana (ECG) proposed a 225% increase in the Distribution Service Charge-I (DSCI), citing a decline in purchasing power due to cedi depreciation, under-allocation of the DSCI (11.38% as against 30–33% industry standard), and the need to fund completed and ongoing network reliability projects. ECG emphasised that the adjustment would support continued loss reduction, digitisation, and smart metering projects.

ECG's proposal included the collapse of tariff bands (two for residential - lifeline and other customers- and a flat rate for non-residential customers), the introduction of a public lighting tariff to reflect actual costs, the exclusive allocation of the service charge to ECG for meter replacement, the adoption of the Bank of Ghana exchange rate for tariff computation, the inclusion of liquid fuel costs in WACOG, and the provision for a full 18% reserve margin and pass-through of generation costs. ECG projected that the proposed tariff would improve system reliability, reduce losses, and enhance service quality and revenue performance.

6.3 Presentation of Tariff Proposal by GWL

GWL requested a 281% tariff increase to achieve cost-reflective tariffs and to ensure financial viability. The company serves over 900,000 customers across Ghana with more than 13,500 km of distribution networks and an estimated 52% non-revenue water (NRW). GWL justified the proposal as essential to bridging the supply-demand gap and maintaining service quality.

The requested increase would fund vital projects, including upgrades in production and distribution, pipeline extensions and replacements, establishment and refurbishment of 24 water treatment plants and regional laboratories, dredging of the Barekese Dam, construction of the Damongo Water Treatment Plant, expansion of customer service facilities, and smart metering systems. GWL reported significant investments made since 2022, including GHS447.52million in water production upgrades and over 600 km of pipeline work, which are respectively completed and ongoing. GWL identified pollution, illegal mining, and rising input costs as the main cost drivers, arguing that current tariffs are insufficient to sustain operations and ensure long-term service reliability.

6.4 Presentation of Tariff Proposal by GRIDCo

GRIDCo requested an upward adjustment of the Transmission Service Charge (TSC) from GHp6.2553/kWh to GHp12.9768/kWh, representing a 107.45% increase (for 2026), to finance fifteen critical transmission projects under the 2025–2030 tariff regime. The investments aim to enhance the reliability and stability of the National Interconnected Transmission System (NITS), improve voltage performance, and expand evacuation capacity for new generation sources and large consumers.

GRIDCo attributed its request to lender requirements for cost-reflective tariffs, limited access to concessionary funding, increasing Operation & Maintenance (O&M) and vegetation management costs over its 6,000 km network, and encroachment challenges, including illegal mining along rights-of-way. Additional justifications included liquidity constraints, aged infrastructure, and congestion on key corridors. GRIDCo mentioned that the company has completed important projects to ease system issues since the last major tariff review and is now making necessary short-term investments approved by PURC, stating that the proposed increase in tariffs is critical to guaranteeing reliable transmission and supporting future power connections and generation.

7.0 HIGHLIGHTS OF KEY ISSUES

This section provides a summary of the key issues arising from the public hearings and consultations held between September 17 and October 30, 2025.

7.1 Greater Accra Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

Infrastructure Expansion and Service Coverage

- ✓ Stakeholders expressed concern about the reluctance of GWL to extend pipelines to newly developed communities, unlike the ECG, which sometimes undertakes voluntary network extensions.
- ✓ Could you please explain why GWL is unable to extend the water supply to the rapidly growing residential areas in Greater Accra, including Kpone and its surroundings?
- ✓ Residents of Kpone and surrounding communities reported over three decades of inconsistent water flow, allegedly due to industrial consumers on shared lines taking precedence over households.

Response (GWL): GWL attributed the challenge to limited funding and ageing transmission infrastructure. The company stated that ongoing projects under the Greater Accra Water Supply Rehabilitation Programme aims to expand distribution networks. Plans are underway to develop an independent line to serve residential users in affected areas.

Financial Transparency and Accountability

- ✓ Participants questioned the financial management of utilities, emphasising the need for transparent and audited accounts before approving any tariff increases.
- ✓ How are the accounts of ECG, GWL, and VRA audited, and how can consumers be assured of value for money?
- ✓ “Utilities seem more focused on financial viability than affordability. Could you please explain the rationale behind the increases, given that service delivery has not shown improvement?”

Responses (ECG, GWL, VRA): All utilities stated that their financial statements are independently audited by external auditors in line with the Public Financial Management Act, 2016 (Act 921), and are subject to review by the Auditor-General and PURC. They emphasised that tariff proposals are based on verifiable operational and capital cost data validated by the Commission through the MYTO process.

Customer Service, Metering, and Community Engagement

- ✓ Stakeholders criticised ECG's replacement of postpaid meters with prepaid ones without consulting local authorities, leading to disputes in some areas.
- ✓ Could you please explain why community leaders and MMDAs are not consulted before prepaid meter installations?
- ✓ "ECG's visibility in communities and responsiveness to complaints and faults remain poor."

Response (ECG): The company acknowledged the communication gaps and pledged to improve collaboration with local authorities. ECG also stated that 90% of Accra is now on prepaid metering, which enhances transparency and reduces revenue losses. A dedicated customer relations unit has been set up to coordinate installations and address community concerns.

Encroachment and Right-of-Way Protection

- ✓ GRIDCo raised concerns about rampant encroachment on transmission corridors, which poses safety and operational challenges.
- ✓ Could you please clarify why GRIDCo waits until encroachment becomes extensive before taking action, and who is responsible for the costs associated with eviction and clearance exercises?
- ✓ Stakeholders argued that the cost of clearing encroachers should not be factored into the tariff adjustment.

Response (GRIDCo): GRIDCo explained that legal and enforcement delays often hinder early interventions. The company collaborates with the Lands Commission and local assemblies to enforce right-of-way protection; however, sustained community sensitisation is needed. The cost of clearance operations is borne by GRIDCo's operational budget, not passed directly into tariffs.

Corruption, Utility Theft, and Public Trust

- ✓ Participants raised concerns about alleged extortion and bribery involving some utility staff, as well as illegal connections and meter tampering.
- ✓ What systems are in place to curb power and water theft, and how are extortion cases addressed?

Response (ECG & GWL): Both utilities confirmed that internal disciplinary and audit mechanisms have been strengthened. ECG has introduced a Revenue Protection Task Force in collaboration with the National Intelligence Bureau (NIB) to detect and sanction illegal

connections. GWL indicated that joint operations with law enforcement agencies are ongoing to clamp down on water theft and unauthorised connections.

Streetlight Levy and Cost Recovery

- ✓ Questions were raised about the origin and management of the streetlight levy.
- ✓ Who initially funded the public street lighting system, and who now pays for its maintenance? How are non-tariff streetlight charges accounted for?

Response (ECG): Streetlight operations were initially funded by the central government but are now supported by a streetlight levy collected through electricity bills, as directed by the Ministry of Energy and supervised by PURC. Discussions are ongoing to improve transparency and decentralise maintenance oversight to MMDAs.

Service Quality and Tariff Justification

- ✓ Consumers cited poor service quality, especially in the Kpong area, including rotten poles, faulty conductors, frequent outages, and irregular water flow.
- ✓ How can utilities justify tariff increases when visible service deficiencies persist?

Response (ECG & GWL): Both utilities acknowledged the concerns and indicated that the tariff proposals include planned network rehabilitation projects. The goal is to allocate part of the extra revenue to infrastructure renewal, replacing defective conductors, and improving water pressure in low-supply areas.

Water Safety and Public Health

- ✓ A question was raised regarding whether GWL fully removes heavy metals and harmful contaminants from raw water before distribution.

Response (GWL): GWL confirmed that its treatment processes comply with Ghana Standards Authority (GSA) and WHO guidelines. All treated water undergoes quality testing at multiple stages to ensure it meets potable standards.

Tariff Differentials and Affordability

- ✓ Participants noted that the presentations by utilities did not clearly show tariff differentials between residential, commercial, and industrial consumers.
- ✓ How will the new MYTO ensure fairness across customer classes?

Response (PURC): The Commission explained that cost-reflective tariff modelling under the MYTO framework will ensure that each consumer category pays based on operational cost, with lifeline consumers protected under the Social Policy Framework.

Collaboration and Enforcement

- ✓ Stakeholders proposed that ECG and GWL collaborate with the Association of Unit Committee Members, Ghana, to enhance monitoring and curb theft at the community level.

Response: ECG welcomed the proposal, indicating that community-based vigilance could complement ongoing loss-reduction projects. The Commission, on the other hand, encouraged utilities to formalise such partnerships under regulatory oversight.

GREATER ACCRA





7.2 Eastern Regional Public Hearing: Key Issues Arising

7.2.1. Key Issues, Comments, and Questions Raised by Stakeholders

Systemic Inefficiencies and Financial Leakages

- ✓ Participants raised concerns that inefficiencies, poor maintenance, and revenue leakages within utilities continue to burden consumers.
- ✓ Before seeking tariff adjustments, what concrete measures are utilities implementing to reduce internal losses and improve operational efficiency?
- ✓ Stakeholders emphasised that improved revenue collection, curbing illegal connections, and institutional discipline should precede any upward tariff review.

Economic Pressures and Consumer Burdens

- ✓ Consumers noted that the proposed tariff increases would further heighten living expenses, constrain small businesses, and erode purchasing power amid inflation and currency depreciation.
- ✓ Participants questioned how PURC will ensure that tariff adjustments do not unduly affect vulnerable groups and small-scale enterprises.
- ✓ Several participants urged a gradual and socially sensitive tariff adjustment framework that cushions households while sustaining utility operations.

Environmental and Operational Costs (Impact of Illegal Mining)

- ✓ Stakeholders linked increased water treatment costs to illegal mining (gagamsey) and poor environmental management.
- ✓ Why should consumers foot the bill for contaminated water when illegal miners are the ones causing the pollution? Shouldn't the government or polluters bear this cost?
- ✓ The government should address gagamsey comprehensively. Why should miners destroy water sources while consumers pay for purification?
- ✓ Residents expressed anxiety over the possible health risks from the higher chemical content used to treat contaminated water.

Corruption, Metering, and Revenue Collection

- ✓ Some participants cited corruption, "political meters", and non-enforcement against defaulters as key causes of financial losses.
- ✓ What is ECG doing to regularise politically issued meters and eliminate illegal connections?
- ✓ Instead of penalising honest consumers, companies should recover revenue from defaulters. We are already burdened enough.

Streetlight Levy Administration

- ✓ Stakeholders criticised ECG's management of the streetlight levy, citing limited transparency and inefficiencies in maintenance.
- ✓ The streetlight levy should be decentralised and managed by Metropolitan, Municipal, and District Assemblies (MMDAs) to ensure transparency and local accountability.

Water Quality and Alternative Supply Sources

- ✓ Participants expressed concern over deteriorating water bodies and the sustainability of current treatment methods.

- ✓ Is GWL exploring alternative, climate-resilient production sources such as large-scale rainwater harvesting, deep boreholes, or small dams to augment supply?

Domestic Production and Local Content

- ✓ Participants urged ECG to explore local manufacturing of electricity poles and other materials to reduce import costs, enhance self-reliance, and create local jobs.

Accessibility and Network Expansion

- ✓ Concerns were raised about communities, including Upper Manya, still not connected to the national grid or water distribution network.
- ✓ What plans do the utilities have to extend service coverage to these unserved areas within the new tariff period?

Overbilling and Meter Shortages

- ✓ Consumers complained about overbilling and reliance on estimated bills due to meter shortages.
- ✓ What actions is ECG taking to guarantee prompt meter availability and equitable billing practices?

7.2.2. Utility and Commission Responses

Responses from GWL

- ✓ Rising operational expenses are primarily due to increased chemical usage resulting from pollution of water bodies caused primarily by illegal mining and other environmental pollutants.
- ✓ GWL is collaborating with the Water Resources Commission and EPA to address environmental degradation and advocate for stronger enforcement against polluters.
- ✓ The utility is exploring alternative water sources, including groundwater abstraction, solar-powered boreholes, and small reservoir development for water security.
- ✓ Without a cost-reflective tariff, maintaining quality and expanding coverage would be unsustainable.

Responses from ECG

- ✓ The ECG tariff proposal is driven by rising operational and infrastructure costs needed to ensure a reliable power supply and system improvement.
- ✓ ECG has intensified its loss-reduction and metering activities, with plans to expand prepaid metering and phase out all unregulated or illegal meters.

- ✓ The company continues to engage MMDAs to decentralise streetlight management, while PURC is reviewing proposals to enhance transparency in levy administration.
- ✓ ECG acknowledged the concerns about meter shortages and assured that

EASTERN REGION



procurement and distribution have been streamlined to prevent delays.



7.3 Volta/Oti Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

Operational Inefficiencies and Service Delivery (ECG)

- ✓ Several participants questioned ECG's justification for tariff increases, citing long-standing operational inefficiencies, poor quality of service, and accountability issues.

Key Concerns Included:

- ✓ The replacement of faulty prepaid meters with postpaid meters led to unbilled consumption and significant revenue leakages over multiple years.
- ✓ Flat-rate billing practices that allowed heavy consumers to pay minimal amounts (e.g., GH\$120/month) despite high usage.

- ✓ Non-recovery of arrears from customers connected through political or assembly member interventions (SHEP), often followed by indiscriminate meter removals instead of structured recovery.
- ✓ Allegations of diversion and misappropriation of ECG materials and imported cables, leading to preventable financial losses.
- ✓ Weak enforcement of sanctions against staff and customers involved in illegal connections or power theft.
- ✓ Lack of punitive measures against individuals responsible for bushfires that damage poles and transformers, though replacement costs are factored into tariff proposals.
- ✓ The discrepancies between electronic payment app charges and paper bills are creating confusion and mistrust among consumers.
- ✓ How does ECG intend to demonstrate improved efficiency and transparency before seeking additional tariffs?
- ✓ “We have paid more before, yet there was no visible improvement in service. What guarantees do we have this time?”

Response (ECG):

- ✓ ECG acknowledged the existence of operational challenges but emphasised that systemic reforms are underway under its Revenue Protection and Operational Efficiency Programme (RPOEP).
- ✓ The utility explained that faulty meter replacement is now being handled through a Meter Management Policy to ensure transparent documentation and to eliminate unbilled consumption periods.
- ✓ On arrears recovery, ECG noted that a Debt Recovery and Reconciliation Task Force has been set up to work with assemblies and communities to retrieve outstanding payments.
- ✓ ECG denied reports of large-scale diversion of imported materials, explaining that all consignments are tracked through a Centralised Logistics and Asset Management System and audited quarterly by the Internal Audit Agency and PURC.
- ✓ Regarding electronic billing discrepancies, ECG stated that a system upgrade was completed in mid-2025 to harmonise app-based and printed billings, eliminating past inconsistencies.

- ✓ The company reiterated that the proposed tariff increment would be reinvested in improving network reliability, accelerating prepaid metering in peri-urban areas, and enhancing the timelines for resolving customer complaints.

Water Supply and Tariff Proposal (GWL)

- ✓ Participants in the Volta and Oti Regions questioned the basis for GWL's proposed tariff increment, given the region's relatively clean raw water sources and limited industrial contamination compared to mining-affected areas.

Specific Questions:

- ✓ Is the Kpeve Headworks Expansion Project part of the new investment plan?
- ✓ Could you please explain why GWL has not significantly reduced its Non-Revenue Water (NRW), which remains at 52%?
- ✓ Why do some communities continue to experience frequent water supply interruptions despite previous tariff increases?
- ✓ How can residents be assured that future tariff adjustments will directly translate into better service delivery?

Response (GWL):

- ✓ GWL explained that the Kpeve Headworks Expansion is included in the 2025–2030 investment plan, with works scheduled for completion in late 2026 to expand capacity and improve supply reliability to Ho, Kpeve, and adjoining communities.
- ✓ GWL acknowledged that high NRW remains a challenge, largely due to aged pipelines and illegal connections. However, a five-year NRW Reduction Programme has been launched to replace defective pipelines, introduce district metered areas (DMAs), and install smart bulk meters to track consumption.
- ✓ The frequent supply interruptions were attributed to energy fluctuations and pump maintenance challenges, which GWL plans to address through solar integration at select treatment plants to ensure operational stability.
- ✓ The utility reaffirmed that tariff adjustments are not merely for cost recovery but also for capital investment in rehabilitation, automation, and expansion of water systems in the Volta and Oti Regions.

Consumer Affordability and Accountability

- ✓ Stakeholders stressed that consumers are already burdened by the rising cost of living and questioned ECG's focus on financial viability over affordability.

- ✓ What assurance can ECG provide that the proposed tariff adjustment will lead to measurable service improvement rather than covering inefficiencies?

Response (PURC):

- ✓ The Commission assured that all utility proposals are subject to prudent reviews to eliminate non-justifiable costs before approval.
- ✓ The Commission monitors performance benchmarks under the Key Performance Indicator (KPI) Framework, and future tariff adjustments will be tied to verified service improvements and loss-reduction achievements.

Service Equity and Regional Concerns

- ✓ Stakeholders argued that tariff harmonisation should consider regional disparities in service quality and infrastructure readiness. Communities with limited access or lower-quality services should not pay the same rates as those in better-served regions.

Response (PURC):

- ✓ The Commission clarified that while tariffs are nationally uniform to ensure equity, service quality adjustments are incorporated into utility performance monitoring. Persistent underperformance in a region triggers Corrective Regulatory Orders requiring utilities to remedy deficiencies within specific timelines.

VOLTA REGION





7.4 Western/Western North Regional Public Hearing: Key Issues Arising Key Issues, Comments, and Questions Raised by Stakeholders

Cost Recovery and Tariff Justification

- ✓ Consumers questioned the rationale behind GWL's request to increase its tariff from GHS5.28/m³ to GHS20.09/m³. They argued that such a sharp increment would impose a significant burden on households and businesses, especially given the region's economic challenges.
- ✓ How does GWL intend to justify such a substantial adjustment, and what assurances can be given that the revenue will translate into measurable service improvements?

Response (GWL): GWL explained that the proposed tariff increase reflects the true cost of water production and distribution, driven by surging input costs of chemicals, power, and maintenance of aged infrastructure. The company noted that tariffs have remained below cost recovery levels for several years, making it difficult to sustain operations. The Auditor-

General audits GWL's financial accounts annually, and PURC prudently reviews all capital expenditures before approving them.

Illegal Connections and Revenue Leakages

- ✓ Participants described the issue of illegal connections as the “big elephant in the room”. They maintained that ECG must deal decisively with power theft before seeking higher tariffs.
- ✓ What concrete measures are being taken to prevent and prosecute illegal connections?

Response (ECG): ECG noted that it has intensified network audit and anti-theft operations, supported by the Ghana Police Service and local assemblies. The company has also rolled out smart metering and network rewiring initiatives to eliminate meter bypass. ECG further assured the public that its Revenue Protection Unit is now fully digitised, with all reported cases tracked and penalties enforced through the courts.

Environmental Pollution and Illegal Mining

- ✓ Participants urged GWL to work with government and security agencies to tackle illegal mining (galamsey), which continues to increase water treatment costs due to severe pollution.
- ✓ “The focus should not only be on treating polluted water but on stopping the pollution at its source.”

Response (GWL): GWL stated that it is collaborating with the Ministry of Sanitation and Water Resources, the Water Resources Commission, and the Environmental Protection Agency (EPA) to protect water sources. The company emphasised that illegal mining has significantly raised alum consumption, leading to a 20–30% increase in treatment costs, but also noted that these chemicals remain within safe standards approved by the Ghana Standards Authority (GSA) and WHO.

Affordability and Socioeconomic Impact

- ✓ The Rent Control Department and other consumer groups appealed to the Commission to consider the broader economic impact of tariff increases on households and businesses already struggling with inflation and rising living costs.
- ✓ The representative of GPRTU remarked, “Would utilities accept the same level of price increases in other sectors, such as transport, without objection?”

Response (PURC): The Commission reaffirmed that all tariff adjustments are subject to affordability thresholds based on the National Average Income (NAI) and inflation-adjusted expenditure metrics. The 2025–2030 MYTO framework incorporates lifeline protections for low-income consumers, and tariff increments will be staggered to minimise economic shocks.

Water Safety, Quality, and Industrial Pollution

- ✓ Participants expressed worries about the higher use of alum and chlorine in water treatment and questioned GWL's oversight of industrial pollution, especially from the Wangkang factory, which is said to release waste into the Asikado Headworks.
- ✓ What measures are being taken to ensure water distributed to consumers remains safe and compliant with health standards?

Response (GWL): GWL assured the public that water quality remains compliant with both Ghana Standards Authority and WHO guidelines. The utility conducts routine sampling and independent laboratory testing across its treatment plants. On pollution control, GWL confirmed that it is collaborating with the EPA and the Western Regional Coordinating Council to enforce remedial actions against industrial polluters.

Project Accountability and Sustainability

- ✓ Participants demanded assurance that ongoing infrastructure projects, including the Daboase Rehabilitation Works, will provide lasting solutions rather than recurring cost burdens in future tariff cycles.
- ✓ How can consumers trust that recurring maintenance projects will not keep inflated tariffs every review cycle?

Response (GWL): GWL stated that the Daboase project includes a complete upgrade of intake systems and filtration components, designed for a 20-year operational lifespan.

Response (VRA): On queries about the Reverse Osmosis (RO) plant at Tema (TI), VRA clarified that, while salt is produced as a by-product, the quantities are not economically viable for large-scale commercialisation.

Response (GRIDCo): GRIDCo explained that its rising operational expenses stem from aged transmission infrastructure, vegetation management, and encroachment challenges. The company emphasised that project financing is fully loan-backed, and cost-reflective tariffs are essential to meet repayment obligations and sustain grid reliability.

Customer Service, Billing, and Transparency

- ✓ Stakeholders complained about non-billing, overbilling, and delayed fault response. Consumers also noted a lack of transparency in bill breakdowns.
- ✓ How is ECG improving its billing systems and customer complaint handling?

Response (ECG): ECG explained that its Automated Meter Reading (AMR) system has been extended to the Western Region to eliminate manual errors. A 24-hour fault response and customer helpline have been established, and social media monitoring teams have been

tasked to monitor and resolve complaints. ECG also noted that postpaid customers are being gradually transitioned to prepaid systems to improve billing accuracy.





7.5 Central Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

Tariff Levels and Affordability

- ✓ Participants argued that the proposed percentage increases across utilities were excessive, especially amid economic hardship, stagnant incomes, and rising inflation. They appealed to the utilities to consider the cumulative impact on household budgets and the cost of doing business.
- ✓ What measures are PURC and the utilities implementing to ensure that tariffs remain affordable to low-income and small business consumers?

Response: The Commission assured that the MYTO methodology subjects tariff proposals to affordability and efficiency tests. It emphasised that the 2025–2030 framework includes lifeline protection mechanisms and quarterly automatic adjustments based on inflation, fuel costs, and exchange rate movements to ensure stability rather than abrupt increases.

Environmental Challenges and Illegal Mining

- ✓ Participants strongly condemned the continued pollution of water bodies by illegal mining (galamsey) and expressed frustration that the costs of mitigating the impact are passed on to consumers.
- ✓ Stakeholders called on government and traditional authorities to intensify the fight against illegal mining as part of broader efforts to stabilise water treatment costs.

Response (GWL): GWL explained that illegal mining activities have increased alum usage and operational costs by over 25%, directly affecting water production expenses. The utility reaffirmed its collaboration with the Ministry of Sanitation and Water Resources, EPA, and Water Resources Commission to safeguard raw water sources and is exploring public-private partnerships to implement source protection programmes.

Infrastructure Maintenance and Operational Efficiency

- ✓ Stakeholders urged ECG to extend its network maintenance works from High Voltage (HV) to Low Voltage (LV) lines to stabilise supply for residential customers.
- ✓ GWL was also criticised for frequent burst pipelines and delayed repair responses, which increase Non-Revenue Water (NRW) and disrupt service.
- ✓ What concrete plans are in place to enhance system maintenance and reduce NRW and technical losses?

Response (ECG): ECG confirmed that it conducts preventive maintenance on LV lines in parallel with HV works and has budgeted for increased distribution transformer upgrades in the 2025–2030 cycle to improve reliability.

Response (GWL): GWL acknowledged the concerns and explained that road construction permits often delay pipeline repairs. The utility is digitising its fault reporting system and coordinating with the Ministry of Roads and Highways to shorten approval timelines to ensure timely repair works.

Operational Transparency and Efficiency

- ✓ Consumers questioned the inclusion of vehicle rental costs in ECG's tariff proposal when the utility already owns part of its fleet.
- ✓ They also questioned ECG's high technical and commercial losses, which persist even after the implementation of prepaid metering.
- ✓ Could you please explain why system losses have not significantly declined and how vehicle leasing contributes to enhancing efficiency?

Response (ECG): ECG clarified that vehicle rental is limited to districts lacking dedicated fleets and that outsourcing fleet management reduces repair downtime and maintenance expenses. Regarding system losses, ECG explained that non-technical losses, including theft and faulty meters, remain a challenge; however, ongoing smart metering expansion and anti-theft enforcement are expected to reduce losses to less than 18% by 2028.

Mini-Grid Projects and Service Expansion (VRA)

- ✓ Stakeholders sought clarification on the inclusion of mini-grid systems in VRA's tariff proposal, questioning whether such investments benefit the Central Region.

Response (VRA): VRA clarified that the mini-grids are part of its social intervention program from the central government, designed to serve displaced and off-grid communities. The company emphasized that PURC regulates these projects, which are part of VRA's long-term strategy to expand access in line with the National Electrification Master Plan (NEMP).

Streetlight Maintenance and Power Quality (ECG)

- ✓ Consumers complained of defective streetlights, poor voltage regulation, and restrictions preventing local authorities or community members from replacing faulty bulbs.

Response (ECG): ECG explained that streetlight maintenance falls under the Ministry of Energy and Green Transition, but the company remains responsible for power supply to installed systems. ECG confirmed that it is collaborating with Metropolitan, Municipal, and District Assemblies (MMDAs) to improve response coordination under the Street Lighting Levy.

Private Sector Participation and Alternative Water Sources

- ✓ Some participants proposed private sector partnerships (PSP) to improve operational efficiency, cost recovery, and service quality. Others enquired whether GWL had alternative production sources beyond polluted rivers.

Response (GWL): GWL stated that while groundwater systems and solar-powered boreholes exist as alternatives, they are expensive and unsustainable on a large scale. The utility emphasised that water supply efficiency depends largely on protecting existing surface water sources rather than duplicating infrastructure.

CENTRAL REGION



7.6 Ashanti Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

Volta River Authority (VRA)

Key Concerns Raised:

Participants sought clarification on VRA's mini-grid and solar power projects, questioning whether they were being provided at no cost to consumers and how revenues from power exports were accounted for. They also enquired about strategies to expand renewable energy generation in northern Ghana and to manage foreign exchange risks associated with imported solar equipment.

Questions and Responses:

- ✓ **Que:** Is the solar generation (mini-grid) by VRA free for consumers?

Response: No. The mini-grid systems are part of the national energy access program and are operated under cost-recovery principles approved by PURC. Consumers pay tariffs that reflect maintenance and operational costs, though the government subsidises part of the capital investment.

- ✓ **Que:** What is being done to harness more solar energy in the northern part of Ghana?

Response: VRA is working with the Ministry of Energy and Green Transition to expand renewable capacity in Tamale, Lawra, and Kaleo. However, challenges such as equipment costs, foreign exchange volatility, and delays in land acquisition have hindered the project's rollout.

- ✓ **Que:** How are power exports and expansion funds managed?

Response: All power export revenues are remitted through the Bank of Ghana and reported to PURC and the Energy Commission. These funds support grid maintenance, system expansion, and generation modernisation projects.

Ghana Water Limited (GWL)

Key Concerns Raised:

Stakeholders questioned the proposed 280% increase in water tariffs, calling it excessive and unjustified given current service shortfalls. They also cited illegal mining (galamsey) as a major driver of escalating treatment costs and urged GWL to collaborate more actively with traditional authorities and security agencies. Concerns were raised about delayed repairs to burst pipelines, high Non-Revenue Water (NRW), and poor customer responsiveness.

Questions and Responses:

- ✓ **Que:** Why can't utilities work together to combat galamsey?

Response: GWL indicated that joint efforts are ongoing through inter-agency platforms involving the Water Resources Commission, EPA, District Security Councils, and local chiefs. The utility called for stronger national enforcement and community vigilance.

✓ **Que:** Why not use loans to improve service before raising tariffs?

Response: GWL explained that several projects are already financed through concessional loans and grants (e.g., the World Bank's Sustainable Water Management Program), but repayment is made through tariff revenues approved by PURC. Sustainable cost recovery is critical for maintaining water supply infrastructure.

✓ **Que:** What is being done to fix leakages and burst pipes?

Response: GWL reported that pipeline replacement is underway in parts of Kumasi and Obuasi, supported by digital fault-tracking systems, WhatsApp reporting channels for assembly members, and a 24-hour water hotline in full operation.

✓ **Que:** How does GWL justify a 280% increment when supply remains erratic?

Response: The utility clarified that the proposed increase reflects the actual cost of production, with emphasis on chemical inputs, energy use, and infrastructure renewal. Without tariff alignment, GWL warned of supply shortfalls and deferred maintenance.

✓ **Que:** Will GWL take a stronger stance against galamsey?

Response: GWL reiterated that the company is committed to intensifying advocacy through traditional councils and community sensitisation campaigns while supporting national anti-galamsey initiatives under the Ministry of Lands and Natural Resources.

Electricity Company of Ghana (ECG)

Key Concerns Raised:

Participants expressed concern about high system losses, frequent outages, illegal connections facilitated by staff, and poor responsiveness to customer complaints. They criticised ECG's debt management and transparency in levy collections, arguing that tariff hikes would worsen inflation and raise production costs for local industries.

Questions and Responses:

✓ **Que:** Of the 138,000 meters procured, are they prepaid or postpaid?

Response (ECG): ECG confirmed that all newly procured meters are prepaid, with installation prioritised in high-loss and high-demand districts. Additional procurement is planned for 2026 to meet rising demand.

✓ **Que:** Why not recover outstanding debts before seeking tariff increases?

Response: Prepaid metering has significantly improved collections, according to ECG, and key institutions have largely cleared their government arrears. The company continues to pursue private sector debts through its legal and disconnection units.

✓ **Que:** Why not cut power to galamsey-affected areas to pressure local authorities?

Response: ECG clarified that disconnections for environmental offences fall outside its legal mandate and are instead managed by the appropriate law enforcement agencies.

✓ **Que:** What is being done to curb electricity theft?

Response: Anti-theft enforcement is ongoing, supported by the Revenue Protection Unit and community-based reporting channels. ECG encouraged the public to report illegal connections anonymously.

✓ **Que:** When will network infrastructure be upgraded?

Response: Network reinforcement is underway under the Distribution Improvement Program (DIP), which includes the replacement of aged conductors and transformers in Kumasi, Ejisu, and Bekwai to enhance reliability.

ASHANTI REGION





7.7 Bono/Ahafo/Bono East Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

Volta River Authority (VRA)

Key Concerns Raised:

Stakeholders sought clarity on how the major tariff review process differs from the Quarterly Tariff Adjustment (QTA) mechanism. Participants also demanded transparency regarding VRA's accounting for revenues from power exports and how funds previously allocated for system expansion were utilised.

Questions and Responses:

- ✓ **Que:** Will the automatic quarterly adjustments become the new standard for tariff adjustments?

Response: The quarterly tariff review mechanism is part of PURC's approved framework and is based on fluctuations in key macroeconomic indicators, including inflation, exchange rates, and fuel prices. It ensures gradual cost recovery and shields consumers from sudden, large tariff hikes.

✓ **Que:** How are revenues from power exports accounted for?

Response: Export earnings are recorded under bilateral power sales agreements with neighbouring countries (e.g., Togo, Benin, and Burkina Faso). These revenues are tracked by the Bank of Ghana, audited annually, and reported to PURC and the Ministry of Energy and Green Transition as part of the tariff review documentation.

✓ **Que:** How were the previous tariffs, meant for system expansion and infrastructure investment, used?

Response: Expansion funds are invested in transmission upgrades, renewable energy projects, and rehabilitation of ageing generation infrastructure to sustain reliability and regional power trade.

Ghana Water Limited (GWL)

Key Concerns Raised:

Stakeholders described the proposed increase from GHS 5.28 to GHS 20.09 as excessive, arguing it would not be affordable for low-income households and small businesses. They also raised issues related to debts owed by public institutions, delays in water extension projects (notably in Baakoniaba and Wenchi), and the effect of illegal mining (galamsey) on water quality and production costs.

Questions and Responses:

✓ **Question: What accounts for the** sharp increase from GHS 5.28 to GHS 20.09 per cubic metre?

Response: The proposed adjustment represents the true cost of production, treatment, transmission, and distribution, accounting for inflation, rising energy costs, and the cedi depreciation. Without cost-reflective tariffs, GWL risks operational insolvency. Government agencies could reduce financial pressure and tariffs if they settle outstanding debts.

✓ **Que:** What is the status of the 36-month water project initiated by former Minister Hon. Cecilia Dapaah?

Response: Designs were completed for 24 beneficiary communities, but implementation was delayed due to financing constraints and administrative transitions. The project has been re-evaluated and is expected to resume under the Water Sector Investment and Sustainability Plan (WaSIS) by late 2025.

- ✓ **Question:** What efficiency measures are being taken to reduce Non-Revenue Water (NRW)?

Response: The utility is modernising its network monitoring systems, replacing ageing pipelines, and digitising billing to improve accuracy. NRW reduction teams are active in Sunyani and Techiman to detect and remediate leaks more promptly.

- ✓ **Que:** Can communities engaged in illegal mining be made to bear the higher cost of water treatment?

Response: GWL explained that, because pollution from upstream mining affects entire water systems, cost isolation is not feasible. The company, however, supports the “polluter-pays” enforcement under the Water Resources Commission Act, which mandates environmental fines to be channelled toward treatment cost recovery.

- ✓ **Que:** When will the Wenchi water project be completed?

Response: GWL clarified that the project completion date has been extended to December 2025, subject to the timely release of funds and consumer payment compliance.

Northern Electricity Distribution Company (NEDCo)

Key Concerns Raised:

Participants highlighted persistent challenges in meter and pole acquisition, rising consumer debt, and persistent network expansion delays. Some argued that distribution inefficiencies and lack of transparency in reporting technical and non-technical losses undermine NEDCo’s justification for tariff increases.

Questions and Responses:

- ✓ **Que:** Why are government institutions not disconnected for non-payment?

Response: The situation has significantly improved following government debt clearance in 2024. Currently, residential consumers account for a higher share of arrears than public institutions.

- ✓ **Que:** Why is NEDCo requesting a 174% tariff increase?

Response: The proposed adjustment is required to finance pole replacement, transformer upgrades, and meter acquisition. These investments are vital to reduce power losses, improve voltage stability, and expand access.

- ✓ **Que:** What measures are being taken to resolve meter shortages and illegal connections?

Response: Procurement for additional meters is underway under the Distribution Network Reinforcement Program (DNRP). Consumers are encouraged to report illegal connections through the dedicated NEDCo Hotline and local task forces.

✓ **Que:** How are faulty or blank meters being managed?

Response: Meters have a limited operational lifespan and must be replaced periodically. Reports should be made directly to NEDCo's Area office, where replacements are prioritised under the current metering plan.

✓ **Que:** Why are profit and loss figures not presented for VRA and NEDCo?

Response: Both utilities responded that they operate under a regulated cost-recovery framework and that they do not operate for profit, but must maintain financial sustainability to ensure reliable service delivery.

BONO AND BONO EAST REGION





7.8 Northern Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

7.8.1 Consumer Concerns and Remarks

Affordability and Tariff Limits

- ✓ Consumers emphasised that while they are not opposed to tariff adjustments, any increase in electricity tariffs should not exceed 50%, and that water tariffs should remain unchanged, as water is a basic necessity essential for life and livelihoods.

Exchange Rate and Tariff Justification

- ✓ Participants questioned the justification for proposed tariff hikes given recent relative stability in the Ghana cedi. They argued that depreciation justified previous increases, and therefore, lower tariff proposals should reflect improvements in the exchange rate.

Regional Tariff Disparities

- ✓ Stakeholders highlighted the persistent economic disparity between the northern and southern sectors, noting that Distribution Service Charges (DSC) for NEDCo are comparatively higher, effectively making electricity more expensive in the north despite lower income levels.

Energy Sector Levies and Taxes

- ✓ Participants raised concerns over the GHS 1 Energy Sector Levy on fuel, arguing that it compounds the cost of electricity and water. They appealed to PURC and the government to review or rationalise such levies to ease the cost burden on consumers.

Illegal Connections and Staff Conduct

- ✓ Consumers alleged that certain utility staff facilitate illegal connections and power theft. They called for stricter internal monitoring, enforcement, and sanctions, along with incentives for whistleblowers who report such infractions.

Service Coverage Gaps

- ✓ Stakeholders lamented limited-service coverage in rural and peri-urban communities across the Northern and Savannah Regions, urging NEDCo and GWL to accelerate network expansion projects to improve access to reliable utilities.

Public Communication and Transparency

- ✓ Participants expressed mistrust in the data presented by utilities, noting inconsistencies between tariff proposals discussed at the hearing and those reported in the media. They urged utilities to provide clearer, publicly verifiable data.

Power Fluctuations and Reliability

- ✓ Frequent outages and voltage fluctuations were cited as persistent challenges. Participants requested that NEDCo prioritise grid reinforcement, timely maintenance, and system upgrades to ensure stability.

Water Sector Financing and Sustainability

- ✓ Participants sought clarity from Ghana Water Limited (GWL) on the use and repayment of on-lent government loans and how these obligations may affect future tariffs. They also questioned whether operational inefficiencies and water losses were being adequately addressed.

7.8.2 Utility Responses and Commission Comments

NEDCo

Supply and Infrastructure Development

- ✓ NEDCo clarified that electricity supply currently meets demand, and ongoing investments are focused on improving reliability, reducing system losses, and extending service coverage to unserved communities.

Metering, Billing, and Loss Control

- ✓ On high meter readings and billing concerns, NEDCo explained that faulty internal wiring and leakages in customer premises often cause excessive consumption readings. The company encouraged consumers to report challenges promptly for technical assessment.

Affordability and Lifeline Policy

- ✓ The utility reaffirmed that the lifeline tariff policy remains in force to cushion low-income households, ensuring equitable access to electricity.

Regional Tariff Comparisons

- ✓ NEDCo clarified that tariffs between ECG and NEDCo are structurally identical; observed differences arise from variations in energy mix, higher transmission costs, and the unique geography of the northern service zone.

Staff Accountability and Illegal Connections

- ✓ NEDCo acknowledged isolated cases of misconduct and announced the strengthening of internal disciplinary mechanisms. The company also reaffirmed its whistleblower reward scheme, encouraging public collaboration in combating power theft.

GWL

Operational Costs and Service Expansion

- ✓ GWL noted that while water is an essential need, operational expenses such as treatment chemicals, electricity, and maintenance continue to rise. The utility emphasised that tariff adjustments are necessary to sustain service delivery and ongoing infrastructure projects.

Network Expansion and Coverage

- ✓ GWL assured stakeholders that expansion projects are underway to extend services to underserved communities in the Northern and Savannah Regions, with support from development partners.

Loan Repayments and Fiscal Transparency

- ✓ On the issue of government on-lent loans, GWL clarified that current tariffs do not incorporate loan repayments, and discussions are ongoing with the Ministry of Finance and PURC regarding an equitable treatment mechanism in future tariff reviews.

PURC comments

Exchange Rate and Economic Assumptions

- ✓ The PURC assured that it would reassess the exchange rate assumptions and inflation parameters used in NEDCo's and GWL's tariff computations to ensure alignment with prevailing market conditions before determining the final rates.

NORTHERN REGION





7.9 Upper East Regional Public Hearing: Key Issues Arising

Key Issues, Comments, and Questions Raised by Stakeholders

7.9.1: Consumer Comments and Concerns

Affordability and Salary Disparities

- ✓ Consumers expressed concern that the proposed percentage increases in tariffs far exceed salary increments for public and private workers, thereby worsening household financial burdens.
- ✓ Participants sought clarification on the tangible service improvements that consumers should expect from the proposed adjustments and questioned whether the PURC had conducted an affordability or impact assessment to justify the new tariffs.
- ✓ There were also concerns about how the new tariff structure might impact lifeline consumers.

Protection for Vulnerable Consumers

- ✓ Participants called on the PURC and utilities to institute measures to protect low-income and vulnerable households, particularly in rural and peri-urban areas.
- ✓ They emphasised that while cost recovery is necessary, it should not come at the expense of affordability and social inclusion.

Utility Cost Recovery and Tariff Justification

- ✓ Clarifications were sought on GRIDCo and NEDCo's cost-recovery frameworks, particularly whether they include transparent mechanisms for revenue recovery and reinvestment.
- ✓ Some participants observed that GRIDCo's tariff proposals closely mirrored those from the 2022 review period and requested further justification for the proposed figures and investment assumptions.

Meter Distribution and Illegal Connections

- ✓ Several participants reported challenges in obtaining meters and alleged cases of corruption in the distribution process.
- ✓ Stakeholders also raised concerns about illegal connections facilitated by some utility staff, which erode revenues and ultimately burden compliant consumers.
- ✓ Participants urged utilities to intensify enforcement and ensure greater accountability among staff.

Service Reliability and Power Quality

- ✓ Consumers from Walewale and surrounding areas cited persistent low voltage and intermittent power supply, leading to equipment damage and productivity losses.
- ✓ Participants requested that utilities prioritise network reinforcement in the Northern and Upper East corridors and provide clear timelines for resolving these long-standing reliability issues.

Environmental Protection and Water Safety

- ✓ Stakeholders expressed concern about farming and sand-winning activities near water bodies, which cause siltation and pollution, and increase treatment costs.
- ✓ GWL was urged to collaborate with local authorities to curb such practices.
- ✓ Participants also called on GWL to regulate private borehole drilling and introduce community-based water testing services to ensure the safety of groundwater used by households.
- ✓ **Green Energy and Accountability**
- ✓ While commending ongoing renewable energy projects, participants stressed that affordability remains a critical issue.

- ✓ They urged utilities and PURC to ensure that operational efficiency gains translate into tangible price moderation for consumers.

Billing of Public Institutions and Traditional Leaders

- ✓ Participants questioned why public basic schools, intended to be tuition-free, still receive utility bills.
- ✓ In acknowledgement of their community service roles, some traditional leaders also suggested that chiefs receive partial exemptions.

7.9.2 Utility and Commission Responses

NEDCo

- ✓ NEDCo explained that all utilities submit data using a standard reporting template approved by PURC, ensuring transparency and comparability in tariff submissions.
- ✓ The company clarified that supply and demand remain balanced, and ongoing investments in substations and feeder line upgrades aim to improve service reliability.
- ✓ NEDCo assured that lifeline consumers will continue to be protected under the existing framework and that tariffs are designed to cushion low-income households.
- ✓ On allegations of staff involvement in illegal connections, NEDCo acknowledged the challenge and encouraged consumers to report such cases for prompt investigation, noting that a whistleblower reward mechanism is in place.

GRIDCo

- ✓ GRIDCo clarified that its tariff proposals are strictly guided by PURC's regulatory methodology and subject to Commission review.
- ✓ The company explained that its 2025–2030 proposals focus on critical network reinforcements in the Northern Transmission Corridor and reliability enhancement projects, not a repetition of the 2022 proposals.
- ✓ GRIDCo reaffirmed that legacy debts have been excluded from the current tariff base to ensure that only new investments and justified operational expenses are considered.

GWL

- ✓ GWL reiterated that although water is a basic need, the company incurs high operational costs due to rising treatment chemical prices due to polluted raw water sources from galamsey and other contaminants.
- ✓ It assured consumers that plans are underway to expand production and distribution capacity across underserved districts through donor-supported initiatives.

- ✓ On environmental issues, GWL stated that it collaborates with the Water Resources Commission and other government and security agencies to protect water bodies and curb illegal encroachment near intake points.
- ✓ The company further clarified that it does not bill Lifeline consumers at full cost and that targeted subsidies continue to be applied to low-income consumers.

Comments from PURC

- ✓ The Executive Secretary reaffirmed the Commission’s commitment to an open, transparent, and evidence-based tariff determination process.
- ✓ He assured participants that all stakeholder feedback would be analysed before final decisions were made.
- ✓ PURC emphasised that no consumer category, including public institutions, is automatically exempt from paying utilities, as revenue recovery is essential to maintaining service continuity.

UPPER EAST REGION





7.10 Upper West Regional Public Hearing: Key Issues

Key Issues, Comments, and Questions Raised by Stakeholders

7.10.1 Consumer Comments and Concerns

Affordability and Tariff Rationalisation

- ✓ Consumers urged the PURC to ensure a fair balance between the financial viability of utility providers and the economic welfare of consumers.

- ✓ Participants questioned whether utilities had adequately factored in the purchasing power of households, especially those earning below the minimum wage, before proposing tariff adjustments.
- ✓ Some stakeholders suggested that any approved tariff increments should be phased or staggered over time to cushion the impact on consumers.

Service Reliability and Performance Improvements

- ✓ Participants acknowledged modest improvements in GWL's service delivery, particularly faster meter connections, but raised concerns about recurring service interruptions and voltage fluctuations.
- ✓ Many stakeholders noted that while they were willing to pay slightly higher tariffs, such payments must translate into improved reliability, better fault response times, and quality service.

Transparency and Accountability in Tariff Utilisation

- ✓ Stakeholders called for greater transparency in how tariff-related revenues are utilised.
- ✓ Participants requested that utilities publicly disclose expenditure breakdowns, timelines for implementing funded projects, and performance outcomes.
- ✓ Participants also noted discrepancies between announced tariff increases and actual consumer billing adjustments, urging PURC and the utilities to ensure consistency and clear communication.

Revenue Leakages, System Losses, and Corruption Concerns

- ✓ Consumers questioned who bears the financial burden of technical and non-technical losses, including power theft, leakages, and billing inefficiencies.
- ✓ There were reports of staff involvement in illegal connections and meter distribution irregularities, with claims of political interference.
- ✓ Participants recommended stricter sanctions against offenders, transparent meter allocation processes, and the establishment of consumer protection mechanisms for whistleblowers who report theft or corruption.

Tariff Adjustments and Macroeconomic Variables

- ✓ Participants questioned the timing of the proposed tariff increases, noting that the Ghana cedi had stabilised against major currencies and that inflation was relatively moderate.
- ✓ Stakeholders asked whether utilities and the PURC would consider tariff reductions if operational costs decline due to a favourable exchange rate or fuel price trends.

Infrastructure Safety and Community Extensions

- ✓ Concerns were raised about deteriorating utility infrastructure, including rotten poles and low-hanging wires, posing risks to communities.
- ✓ Participants noted that some residents undertake unapproved network extensions in unserved areas, which could cause accidents or system failures.
- ✓ They urged utilities to engage communities and provide technical supervision for such projects.

Renewable Energy and Environmental Protection

- ✓ Consumers enquired about the operational status of the Kaleo and Lawra Solar Power Plants, seeking updates on their contribution to regional supply reliability.
- ✓ Participants also commended GWL for its environmental protection initiatives, such as safeguarding water bodies and constructing boreholes in drought-prone communities.

Public Institutions and Disconnections

- ✓ Stakeholders expressed concern over the disconnection of essential public institutions, including second-cycle schools, due to unpaid bills.
- ✓ They appealed for flexible payment arrangements or government subsidy mechanisms to ensure continuity of essential services.
- ✓ Some participants also requested compensation or refunds for individuals who financed poles or network extensions later utilised by new customers.

Streetlight Levy Administration and Galamsey Impact

- ✓ Consumers called for the decentralisation of the streetlight levy, recommending that Metropolitan, Municipal, and District Assemblies (MMDAs) manage the funds for better accountability and local oversight.
- ✓ Participants also highlighted the impact of illegal mining (galamsey) on water quality, water treatment costs, and downstream environmental health, urging the government to intensify enforcement measures.

7.10.2 Utility Responses and Commission Comments

NEDCo

- ✓ NEDCo explained that the tariff proposals are in line with and guided by PURC-approved regulatory benchmarks, including performance indicators for loss reduction and operational efficiency.
- ✓ The company emphasised that losses from theft and illegal connections are not passed on to consumers. It also noted that such incidents in the Upper West Region are relatively minimal compared to other operational zones.

- ✓ NEDCo assured stakeholders that efforts are ongoing to address meter shortages through new procurement arrangements and digital tracking systems.
- ✓ On the issue of streetlights, NEDCo clarified that responsibility for streetlight operation and maintenance falls under the Ministry of Energy and Green Transition, not the distribution companies.

GWL

- ✓ GWL explained that while the company's production and treatment capacities have improved, challenges persist due to inconsistent power supply and rising input costs.
- ✓ The utility reaffirmed that water losses (leakages and wastage) are not transferred to consumers but absorbed as operational inefficiencies that GWL continues to address through infrastructure rehabilitation.
- ✓ GWL encouraged consumers to report illegal water connections and tampering, assuring that offenders would face prosecution.
- ✓ The company also confirmed that ongoing projects in the region aim to expand coverage to unserved communities and improve reliability during the dry season.

The Commission's Comments

- ✓ The Commission assured participants that all feedback from the public hearing would be integrated into the final tariff determination.
- ✓ The Commission again emphasised that its tariff framework ensures a balance between affordability and utility sustainability and that future downward adjustments could occur if economic indicators such as inflation, fuel costs, and exchange rates improve.

- ✓ The Commission reiterated its commitment to transparency and continuous stakeholder engagement to build public trust in the tariff determination process.





8.0 Recommendations and Conclusion

8.1 Recommendations

The regional stakeholder hearings held across all ten regions of Ghana under the 2025–2030 Multi-Year Tariff Order (MYTO) review provided valuable feedback from consumers, civil society, academia, traditional authorities, and industry. The following recommendations, which emerged as a consensus across the regions, are hereby presented to guide the Commission’s final determinations. These consolidated recommendations provide the policy and operational direction for implementation during the MYTO period.

8.1.1 Utility Efficiency, Metering, and Accountability

- ✓ Utilities shall demonstrate measurable efficiency milestones, operational cost control, and loss reduction before seeking further tariff adjustments.
- ✓ ECG, NEDCo, and GWL shall urgently address the persistent shortage of meters by improving procurement planning, local assembly partnerships, and inventory management systems to meet rising service demand.

- ✓ Utilities must streamline new service connection procedures to eliminate excessive delays and bureaucratic bottlenecks. The Commission shall develop standard timelines for monitoring and enforcement.
- ✓ Utility companies shall institute mandatory customer service and ethics training for all frontline staff. Continuous performance appraisal and disciplinary measures shall be applied to address poor staff attitude and unprofessional conduct.
- ✓ ECG, NEDCo, and GWL shall intensify anti-theft and anti-corruption campaigns, enforce internal accountability systems, and implement whistleblower protection mechanisms.
- ✓ Utilities shall enhance transparency through independently audited financial statements and digital dashboards that track revenue collection, system losses, and investment performance.
- ✓ The Commission shall strictly enforce its performance-based monitoring framework to link tariff approvals with measurable indicators such as efficiency improvements, customer satisfaction, and fault resolution time.

8.1.2 Service Reliability, Maintenance, and Expansion

- ✓ Utilities shall accelerate infrastructure rehabilitation and reinforcement to minimise outages, reduce technical losses, and ensure voltage stability across all regions.
- ✓ ECG and NEDCo shall ensure equitable investment in low-voltage (LV) network expansion alongside high-voltage (HV) system upgrades to benefit residential consumers.
- ✓ GWL shall prioritise the replacement of old asbestos and galvanised pipelines to reduce Non-Revenue Water (NRW) losses and improve water quality.
- ✓ Utilities shall adopt integrated maintenance and monitoring systems to ensure quick response to burst pipelines, faulty transformers, and network faults.

8.1.3 Environmental Management and Sustainability

- ✓ Government and utilities must intensify joint operations to combat illegal mining (“galamsey”), which continues to pollute raw water sources and escalate treatment costs.
- ✓ The “polluter pays” principle shall be enforced to hold polluters financially accountable for the cost of environmental remediation.
- ✓ The Volta River Authority (VRA) and related utilities shall scale up investments in renewable and hybrid energy (solar, wind, and mini-grids) to diversify Ghana’s energy mix and enhance tariff stability.

8.1.4 Tariff Design, Affordability, and Consumer Protection

- ✓ The Commission shall maintain and strengthen the lifeline tariff structure to protect low-income and vulnerable consumers.
- ✓ Future tariff adjustments shall be phased and data-driven, guided by inflation, exchange rate, and fuel price dynamics to avoid sudden shocks to consumers.
- ✓ Where cost drivers decline, PURC shall implement downward tariff revisions to uphold fairness and public confidence.
- ✓ Utilities shall publish annual service improvement reports linking tariff increases to tangible performance outcomes.

8.1.5 Governance, Public Accountability, and Stakeholder Engagement

- ✓ The streetlight levy shall be decentralised to Metropolitan, Municipal, and District Assemblies (MMDAs) to promote transparency, accountability, and efficient maintenance.
- ✓ The Commission shall continue to lead public education campaigns to enhance consumer awareness of tariff mechanisms, rights, and complaint procedures.
- ✓ Utilities shall strengthen collaboration with traditional authorities, CSOs, and local government structures to prevent encroachment, promote safety, and support community monitoring.
- ✓ The Commission shall institutionalise annual regional dialogue forums to track progress on MYTO commitments and ensure inclusive regulatory feedback.

8.1.6 Government Support and Policy Coordination

- ✓ The Ministry of Finance shall clear outstanding government arrears to utilities and ensure timely budgetary allocations for public institutions.
- ✓ The Ministries of Energy, Green Transition, and Works and Housing shall collaborate with PURC to extend grid and water coverage to unserved communities under the National Electrification and Rural Water Initiatives.
- ✓ A Joint Regulatory Coordination Committee comprising PURC, sector ministries, and utilities shall be established to align investment planning, environmental compliance, and cost recovery mechanisms.

8.2 Conclusion

The 2025–2030 Multi-Year Tariff Order (MYTO) regional public hearings confirmed the Commission’s commitment to participatory regulation, transparency, and fairness in tariff determination. Across all regions, stakeholders demonstrated a profound understanding of the economic, social, and technical dimensions of utility pricing. While consumers emphasised affordability and efficiency, utilities underscored the need for financial sustainability and investment in infrastructure.

The Commission acknowledges the genuine concerns of Ghanaians, including meter shortages, delayed service connections and inefficiencies, illegal connections, and environmental degradation. Addressing these challenges requires a multi-stakeholder approach grounded in accountability, collaboration, and continuous improvement.

The Commission remains resolute in its mandate to uphold transparency, promote accountability, and promote equitable service delivery in Ghana’s electricity, water, and natural gas sectors. Through continuous stakeholder engagement, data-driven decision-making, and effective monitoring, the Commission will ensure that the 2025–2030 MYTO framework contributes meaningfully to national development, social welfare, and the long-term sustainability of the utility sector.

PHOTO GALLERY

PURC CALL ON NAYIRI



**UPPER WEST
PURC CALL ON WA NAA AND REGIONAL MINISTER**







