



PUBLIC UTILITIES REGULATORY COMMISSION

OFFICE LOCATION:

53 LIBERATION ROAD AFRICA
LIBERATION CIRCLE ACCRA,
GHANA
GA-052-9469

POSTAL ADDRESS:

P.O. BOX CT 3095
CANTONMENTS, ACCRA
TEL: (233-302) 244180-4 / 240046
(233-302) 218300
FAX: (233-302) 244188
E-MAIL: info@purc.com.gh
www.purc.com.gh

FOR IMMEDIATE RELEASE

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PURC MONITORS SUPPLY OF POWER INTERRUPTION AND RESTORATION EFFORTS BY GRIDCo/ECG

The Public Utilities Regulatory Commission (PURC) wishes to inform the general public that it is closely monitoring the ongoing power interruptions by the Ghana Grid Company Limited (GRIDCo) and the Electricity Company of Ghana (ECG) as a result of the heavy down pour.

Power Supply Restoration and Stability of the Network

The Commission is fully aware of this situation and is actively monitoring the situation and its impact on consumers to see the best way out. For the sake of public safety and the prevention of loss of human life, the Commission in consultation with the service providers has agreed to the shutting down of Mallam and Achimota Primary Substations, which have become severely flooded and dangerous to operate. This unplanned for situation has led to a disruption in power supply to several parts of the Greater Accra Region.

Independent PURC technical teams are on the field to assess the level of damage caused and are in constant touch with the service providers to have the issues resolved in the shortest possible time, thereby restoring power to the affected communities. The Commission will continue to monitor the situation and update consumers, each step of the way to reduce the duration of the power outages experienced by consumers and to restore power in the shortest possible time.

Commitment to Quality of Service

The Commission acknowledges the frustrations of consumers with respect to these unannounced outages and the impact on businesses and households and sincerely apologises for any inconveniences caused as a result of this unfortunate act of nature.

The Commission hereby encourages consumers to report any further challenges, which have not been noticed by the Commission to the Commission's number on **0302240046**, WhatsApp number: **0540126201/0559722581** or Toll-Free number: **0800100700**.

The Commission remains committed to balancing the interests of both the utility providers and consumers to ensure the delivery of safe, stable, and reliable utility services. The Commission thanks you for your cooperation and understanding.

Issued by;

Corporate Affairs Department - PURC