

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

## MEETINGS

### 1st October 2018

The Formal Hearing Department, in conjunction with the Legal Directorate, held a meeting at the Commission Head Office to draft Procedural Rules for formal hearings of utility tariff proposals. This was aimed at providing clear guidelines to govern the formal hearing of utility tariff proposals for Major Tariff Reviews. The first draft document has been prepared.

### 2nd October 2018

The Water Services and Performance Monitoring (WSPM) Directorate had a stakeholder meeting at the Ministry of Foreign Affairs and Regional Integration on the Ghana Mauritius Permanent Joint Commission for Cooperation with an objective to draft a Memorandum of Understanding (MOU) and position papers. A draft MOU between PURC and the Utility Regulatory Authority of Mauritius has been submitted for consideration.

### 3rd October 2018

The Commission held a meeting with Utility Service Providers to present and discuss updated tariff proposal templates as well as the roadmap for the 2019 Major Tariff Review process. Presentations were made

by Director, Energy Services and Performance Monitoring Directorate and Director, Regulatory Economics Directorate. The meeting was held at the Ghana College of Physicians and Surgeons with invited media houses present to cover proceedings.



Director, Regulatory Economics Directorate making a presentation

### 5th October 2018

The WSPM Directorate held a meeting with BEFESA Desalination Development Ghana Ltd. to discuss the request of water quality data from BEFESA. At the end of the meeting, BEFESA agreed to provide water quality data from 2015 to 2018 as requested by the Commission.

## FORMAL HEARING

The Formal Hearing Department conducted a hearing on 3rd October, 2018 in respect of the case of 'Seth Owusu v ECG' to make a full inquiry into the complaint as it could not be resolved at the preliminary inquiry stage through mediation. The hearing was conducted at the 91-year-old complainant's residence at Adenta due to his inability to attend the hearing at the Commission's office. Evidence of the complainant was taken and evidence-in-chief of the respondent, ECG commenced. The case was adjourned to 30th October, 2018 at the instance of the complainant.

## MONITORING

### 3rd October 2018

The Water Services and Performance Monitoring Directorate, on 3rd October 2018, conducted a spot check exercise to inspect a lawn destroyed by Ghana Water Company Limited (GWCL) workers in the process of laying service lines at Dome Pillar Two within the Ohenedown area. GWCL workers agreed to fix the lawn after the service lines.

### 4th October 2018

A Tariff Committee meeting was held at the Commission's Head Office with the objective to finalize the information requirement templates for onward submission to the Utilities. The information requirement was finalized and is expected to be delivered to all Utilities by 8th October, 2018.

### PURC Social Media Handles

Staff are encouraged to like, follow and share the Commission's social media handles to help increase awareness of the Commission on the social media platforms. The handles are as follows:



@PURC\_Ghana



PURC Ghana

## FAIRS

### 9th - 11th October 2018

The Public Relations and External Affairs Department represented the Commission at the 4th Ghana Renewable Energy Fair held at the Ghana International Conference Centre from 9th to 11th October 2018. The platform was used to educate the public about the Commission, the Commission's Complaint Procedure and also to receive any complaints or feedback from the public. Members of Staff who participated in the fair together with the PREA Department include the Director, Energy Services and Performance Monitoring and Director, Regional Operations.



*PURC Staff at the Fair*



*H.E. Dr. Mahamudu Bawumia at the Commission's stand*

## PUBLIC OUTREACH

### 10th October 2018

The Greater Accra Regional Operations undertook a public education program at RITE FM (90.1). The platform was used to project the image of the Commission, educate the public on the Commission's complaints procedure and also to receive complaints and feedback from the public.