



PUBLIC UTILITIES REGULATORY COMMISSION

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PUBLIC ANNOUNCEMENT

The Commission has noted significant problems associated with the meter replacement programmes being rolled out by the Electricity Company of Ghana (ECG) and the Northern Electricity Distribution Company (NEDCo).

To minimise disruptions to customers, the public is hereby advised as follows:

1. Please request the utility company's identification (ID) of personnel who visits your premises to replace your meter.
2. Request to see a copy of the utility's notice of meter replacement in your locality.
3. Request the personnel to take a **Final Reading** of your old meter in your presence.
4. Ensure that the personnel completes a utility meter replacement form in your presence, capturing your old meter number and the Final Reading accurately and clearly.
5. Sign and retain a copy of the meter replacement form to help resolve any billing dispute that may arise between you and the utility company on the meter replacement.

**ISSUED BY THE EXECUTIVE SECRETARY
PUBLIC UTILITIES REGULATORY COMMISSION**

DATED: AUGUST 29, 2024