



PUBLIC UTILITIES REGULATORY COMMISSION

ELECTRICITY COMPANY OF GHANA (ECG) KEY REGULATORY INDICATORS

2023 Fourth Quarter Performance

INDICATOR	UNIT	Q4
Total Electricity Purchased	GWh	4,043.02
Total Electricity Distributed	GWh	2,936.43
System Losses	%	27.37%
Technical Distribution Losses	%	9.84%
Commercial Distribution Losses	%	17.53%
Collection Ratio (Total Revenue/Total Sales)	%	63.95%
Customer per Feeder	#	3,468
SAIFI	#/customer	9.90
Metro	#/customer	2.41
Urban	#/customer	3.87
Rural	#/customer	3.62
SAIDI	Hrs/customer	18.16
Metro	Hrs/customer	4.90
Urban	Hrs/customer	6.03
Rural	Hrs/customer	7.22
CAIDI	Hrs/customer	5.59
Metro	Hrs/customer	2.03
Urban	Hrs/customer	1.56
Rural	Hrs/customer	1.99
No. of Customers (Incl. Inactive)	#	5,243,846
No. of Employees	#	6,396
Customer per Employee Ratio	:1	820
Customer Growth Rate	%	3.30%
Metering Performance Data		
0 to < 5 years	Number	
5 to < 10 years	Number	
10 to < 15 years	Number	
15 to < 20 years	Number	
> 20 years	Number	

INDICATOR	UNIT	Q4
No. of Active Customers	#	4,619,717
<i>Residential</i>	#	3,986,128
<i>Non-Residential</i>	#	631,046
<i>SLT</i>	#	2,030
<i>Public Street Light</i>	#	513
Energy Billed	kWh	2,936,438,272.94
<i>Residential</i>	kWh	1,388,746,878.58
<i>Non-Residential</i>	kWh	435,644,761.73
<i>SLT</i>	kWh	956,276,140.13
<i>Public Street Light</i>	kWh	155,770,492.50
Total Net Sales	GHC	4,098,179,405.41
<i>Residential (sales)</i>	GHC	1,800,905,553.18
<i>Non-Residential (sales)</i>	GHC	764,776,485.21
<i>SLT (sales)</i>	GHC	1,326,908,044.08
<i>Public Street Light</i>	GHC	205,589,322.95
<i>Recoveries</i>	GHC	0.00
Average Rate		
<i>Residential</i>	GHp/kwh	129.68
<i>Non-Residential</i>	GHp/kwh	175.55
<i>SLT</i>	GHp/kwh	138.76
<i>Public Street Light</i>	GHp/kwh	
Average Sale Price	GHp/kwh	139.99