



# PUBLIC UTILITIES REGULATORY COMMISSION

## ELECTRICITY COMPANY OF GHANA (ECG) KEY REGULATORY INDICATORS

### 2020 Fourth Quarter Performance

INDICATOR	UNIT	Q4
Total Electricity Purchased	GWh	3,394.74
Total Electricity Distributed	GWh	2,431.33
<b>System Losses</b>	<b>%</b>	<b>28.38%</b>
Technical Distribution Losses	%	10.55%
Commercial Distribution Losses	%	17.83%
Collection Ratio (Total Revenue/Total Sales)	%	76.03%
Customer per Feeder	#	3,444
<b>SAIFI</b>	<b>#/customer</b>	<b>16.08</b>
Metro	#/customer	3.03
Urban	#/customer	5.63
Rural	#/customer	7.42
<b>SAIDI</b>	<b>Hrs/customer</b>	<b>24.16</b>
Metro	Hrs/customer	4.16
Urban	Hrs/customer	8.86
Rural	Hrs/customer	11.14
<b>CAIDI</b>	<b>Hrs/customer</b>	<b>4.44</b>
Metro	Hrs/customer	1.37
Urban	Hrs/customer	1.57
Rural	Hrs/customer	1.5
No. of Employees	#	6,411
Customer per Employee Ratio	:1	702
Customer Growth Rate	%	5.58%
<b>Metering Performance Data</b>		
0 to < 5 years	Number	2,187,389
5 to < 10 years	Number	1,036,076
10 to < 15 years	Number	466,340
15 to < 20 years	Number	285,705
> 20 years	Number	166,404

<b>INDICATOR</b>	<b>UNIT</b>	<b>Q4</b>
<b>No. of Active Customers</b>	#	4,013,944
<i>Residential</i>	#	3,441,523
<i>Non-Residential</i>	#	570,586
<i>SLT</i>	#	1,704
<i>Public Street Light</i>	#	131
<b>Energy Billed</b>	kWh	2,434,228,503.00
<i>Residential</i>	kWh	1,228,498,462.00
<i>Non-Residential</i>	kWh	340,365,380.00
<i>SLT</i>	kWh	731,548,903.00
<i>Public Street Light</i>	kWh	133,815,758.00
<b>Total Net Sales</b>	<b>GHC</b>	1,627,062,511.00
<i>Residential</i>	GHC	705,623,488.00
<i>Non-Residential</i>	GHC	353,955,841.00
<i>SLT</i>	GHC	567,483,182.00
<i>Recoveries</i>	GHC	43,030.00
<b>Average Rate</b>		
<i>Residential</i>	GHp/kwh	57.44
<i>Non-Residential</i>	GHp/kwh	103.99
<i>SLT</i>	GHp/kwh	77.57
<b>Average Sale Price</b>	GHp/kwh	70.73