



PUBLIC UTILITIES REGULATORY COMMISSION

OFFICE LOCATION:
53 LIBERATION ROAD
AFRICA LIBERATION CIRCLE
ACCRA, GHANA

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@purcghana.com
www.purc.com.gh

PUBLIC UTILITIES REGULATORY COMMISSION (PURC)

PRESS RELEASE

REGULATORY ORDER - GHANA WATER COMPANY LIMITED

The Public Utilities Regulatory Commission has issued an **Order** directed to the Ghana Water Company Limited in respect of a prevailing water crisis in the Accra –Tema Metropolitan Area and a stated intention to shutdown the Kpong Water Works all indicating failure to comply with duty of care and protection for consumers and customers for water in the country.

The power conferred on the PURC to issue a **REGULATORY ORDER** is under Section 12(1) of the Public Utilities Regulatory Commission Act 1997, Act 538 which states that:

Where the Commission discovers on its own or upon a complaint that the service provided by a Public Utility is not in accordance with the Act, 538 the Commission shall in writing direct the provision of the adequate or reasonable service that should be provided by the Public Utility.

Against this background and in view of the Water Crisis already prevailing and in pursuance of its mandate to protect the interest of consumers the Commission hereby Orders as follows:

- GWCL shall immediately suspend the intended shut down of the Kpong Water Works until further notice.
- GWCL shall furnish the Commission with the Schedule of Works and planned completion date for the repair to the transmission Pipelines supplying water from the Weija Plant and expansion for interconnection works at the Kpong Water Plant.
- GWCL shall furnish the Commission with its best estimation of time for normalization of water supply to consumers following the completion of repairs works on the Weija – Accra and Tema – Accra Transmission Pipelines and the commencement of pumping water through the pipelines to be used by consumers.

- GWCL shall furnish the Commission with details of contingency measures the company intends to deploy to mitigate the impact of water shortages to Accra that would arise from the planned shutdown of Kpong Water Works.
- The GWCL shall furnish the Commission with details of the contingency measures the company deployed to mitigate the impact of loss of supply to Accra arising from the faults on the transmission Pipelines from the Weija Plant.

In addition GWCL should furnish the Commission with a Communication Plan to inform consumers/customers on Repairs at the Weija Transmission Pipelines and for the intended shut down of the Kpong Plant.

Failure to comply with the above Directive makes the GWCL liable to committing an offence under section 38, 41 and 42 of the Public Utilities Regulatory Commission Act (Act 538)

Nana Yaa Akyempim Jantuah
Director, Public Relations & External Affairs

