



# PUBLIC UTILITIES REGULATORY COMMISSION

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## PURC'S ACTIONS ON RECENT ELECTRICITY PROBLEMS IN ACCRA WEST

### Media release: Immediate Release

Accra : 7<sup>th</sup> December, 2017

The Public Utilities Regulatory Commission (PURC) has taken note of on-going consumer complaints and media reports, on the inability of electricity customers in Achimota, Korle-Bu, Dansoman and Kaneshie districts within the Accra West Region to purchase power onto their prepayment cards. The Commission immediately commenced preliminary investigations involving site visits of the affected Communities and ECG districts offices, information from ECG and interaction with customers. The Commission's investigations so far reveal the following:

1. On Sunday December 3, 2017 at 7:00am due to a server power supply failure which affected the ECG database, customers within the affected areas could no longer purchase power
2. On Tuesday 6<sup>th</sup> December 2017 at 12:00pm the system was restored but could serve only customers who last purchased power prior to or by 10:00 pm on 15<sup>th</sup> November 2017. This means that customers who last purchased power after 15<sup>th</sup> November, 2017 to date cannot purchase power in the usual manner.
3. Data obtained from ECG indicates that over 2000 customers out of a total of 300,000 on the Build- Operate-Transfer(BOT) prepayment system are affected
4. The situation has resulted in long queues and grave inconvenience to consumers.

In line with PURC's mandate, to ensure the provision of quality supply of service and protect the interest of the consumer, the Commission has taken the following steps:

- i. On Monday 4<sup>th</sup> December 2017, ECG was ordered to immediately augment its help desks in all affected district offices to deal with the large number of customers and inform the public of the measures being undertaken to resolve the problem. This has culminated in the establishment of additional help desks at the ECG Project Office in Accra even though this is still inadequate.
- ii. The Commission as part of its enforcement process, also issued initial time-bound directives to ECG to submit details of its emergency response measures carried out. The directive elapsed at 4:00pm December 6, 2017. This has been followed up with a second directive to ECG requesting the company to show cause in respect of monetary penalties to be imposed with a response deadline of December 8, 2017 in accordance with due process.
- iii. In addition to above actions, the Commission intends to undertake a comprehensive independent investigation into ECG's IT infrastructure to ascertain the root cause of the system failure which will inform further regulatory actions.

The Commission wishes to assure consumers of its commitment to protect consumer interest in this crisis and will update the public on any further developments.



**Mrs. Mami Dufie Ofori**  
**Executive Secretary**  
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