



PUBLIC UTILITIES REGULATORY COMMISSION

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FOR IMMEDIATE RELEASE

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PURC REGULATORY UPDATES ON ENERGY SITUATION

The Public Utilities Regulatory Commission (PURC) wishes to inform the general public that it is closely monitoring ongoing interventions by the Volta River Authority (VRA), Ghana Grid Company Limited (GRIDCo), the Electricity Company of Ghana (ECG), the Northern Electricity Distribution Company (NEDCo) and other key stakeholders to restore and maintain stability to the national interconnected transmission system (NITS), which suffered as a result of a fire outbreak at the GRIDCo Switching Station in Akosombo and ongoing system upgrade works. The Commission wishes to update the members of the general public as follows:

GRIDCo Akosombo Switching Station Fire Incident

On April 23, 2026, a fire outbreak at the GRIDCo switching station in Akosombo resulted in power supply disruptions. The incident resulted in a significant loss of generation capacity and power outages across several regions.

PURC's technical teams have carried out a preliminary site inspection to assess the damage and the impact of the incident on the power supply. PURC is currently monitoring efforts to restore the affected generating units and normalise the power distribution system. At the time of this briefing, all six generating units at Akosombo have been restored and are supplying electric power to consumers. The Commission is actively monitoring the process to ensure that the overall impact of the situation is minimised.

Transformer Replacement Rollout

The commission is monitoring the rollout of transformer replacements in both the northern and southern zones of the country. ECG and NEDCo are both rigorously replacing old and obsolete transformers across the country, which is necessary to replace overloaded transformers.

Oversight of ECG Meter Rollout and Franchise Model

The Commission is also monitoring the ECG meter replacement and rollout project. This initiative, which includes the deployment of Franchise Officers and the standardisation of smart meters, is a critical component in reducing commercial losses and improving the financial health of the sector.

Enforcement of Quality-of-Service Standards

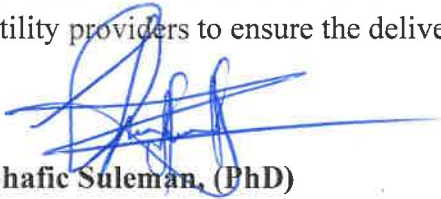
The Commission, while acknowledging consumers' frustrations with these unavoidable outages and their impact on businesses and households, wishes to reassure the general public that it will exercise the appropriate regulatory powers to ensure that utilities adhere to the Quality-of-Service benchmark for the supply of electricity.

The PURC encourages consumers to report any power supply challenges, including billing discrepancies or prolonged outages which have not been adequately addressed by ECG, to the PURC through its regional offices or its digital platforms as follows:

Greater Accra	Volta Region
Greater Accra Regional Office	Ho Office
Tel: (233-302) 240046	Tel: (233-362) 028607 / (233-202) 016478
WhatsApp: (233-540) 126201	WhatsApp: (233-540) 126206
Ashanti Region	Bono Region
Kumasi Office	Sunyani Office
Tel: (233-322) 037510	Tel: (233-352) 021651 / (233-352) 021653
WhatsApp: (233-540) 126202	WhatsApp: (233-540) 126207
Western Region	
Takoradi Office	Central Region
Tel: (233-312) 024010	Cape Coast Office
WhatsApp: (233-540) 126203	Tel: (233-332) 137926
	WhatsApp: (233-540) 126208
Northern Region	
Tamale Office	
Tel: +233-372 026380	Upper West Region
WhatsApp: (233-540) 126204	Wa Office
	Tel: (233-392) 024275
Bono East Region	WhatsApp: (233-540) 126209

Techiman Office	
Tel: (233-503) 522089	Upper East Region
WhatsApp: (233-531) 031443	Bolgatanga Office
	Tel: (233-382) 024524
Eastern Region	WhatsApp: (233-540) 126210
Koforidua Office	
Tel: (233-342) 020770	
WhatsApp: (233-540) 126205	

The Commission remains committed to balancing the interests of both valued consumers and utility providers to ensure the delivery of safe, stable, and reliable utility services.



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Executive Secretary