



PUBLIC UTILITIES REGULATORY COMMISSION

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FOR IMMEDIATE RELEASE

PURC DIRECTS GHANA WATER COMPANY TO RESTORE WATER SUPPLY TO CUSTOMERS IN THE GREATER KUMASI AREA

The Public Utilities Regulatory Commission (PURC) has taken notice of reports of curtailment of water supply by Ghana Water Limited (GWL) staff to the Greater Kumasi area (Bantama, Atonso, Santasi, Ridge) and surrounding areas since Friday, December 13, 2024. The situation is unacceptable and undermines the fundamental right of access to clean and safe water for all citizens.

The Commission has directed GWL to restore water supply to all affected customers in the Greater Kumasi area and surrounding areas **with immediate effect**.

Public utility disconnection procedures, interruption in services and denial of service are governed by Regulations 2, 3 (d) & (e) and 4 of the Public Utilities Regulatory Commission (Consumer Service) Regulations 2020 (L.I. 2413). Specifically, regulation 4 provides:

"Subject to these regulations, a public utility shall not deny the right of access of a consumer to a service except for stated reasons which are subject to review in accordance with the guidelines of the Commission."

A utility provider is obliged by law to use appropriate channels to address any challenges without punishing consumers. The denial of water supply not only affects the daily lives of residents but also poses significant public health risks.

GWL shall submit a detailed report on the reasons for the service interruption and measures being taken to prevent such occurrences in the future. The Commission has also directed GWL to engage with the affected communities and to provide alternative supply as needed.

The Commission will monitor the situation closely and take further action if necessary to protect the interests of consumers.

For further inquiries, please contact: **Dr. Eric Obutey, Director of Research and Corporate Affairs** on **233242264081** and **Mr. Francis Baidoo, Regional Manager, Ashanti** on **233277782545**.

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