



ELECTRICITY COMPANY OF GHANA

PRESENTATION TO STAKEHOLDERS

2022 MULTI-YEAR TARIFF PROPOSAL

May 2022



OUTLINE OF PRESENTATION

- Introduction
- Regulatory Period Performance
- Objectives For Tariff Proposal
- Major Issues Impacting Tariff Proposal
- Assumptions
- Investment Projects
- Proposed Tariff
- Conclusion
- Recommendation

INTRODUCTION 1



- Operate in the Southern Distribution Zone
 - Excludes - Tema Freezone, Akosombo, Akuse & Aboadze Townships
- Operate in Eight (8) out of the Sixteen (16) Regions in Ghana
- 7 Regional Offices & 1 SBU (Ashanti)
- 88 District Offices

INTRODUCTION 2



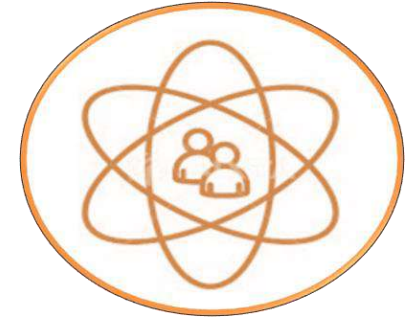
Mission

To provide quality, reliable and safe electricity services to support the economic growth and development of Ghana



Vision

To be a financially sustainable and customer focused energy service provider by 2024

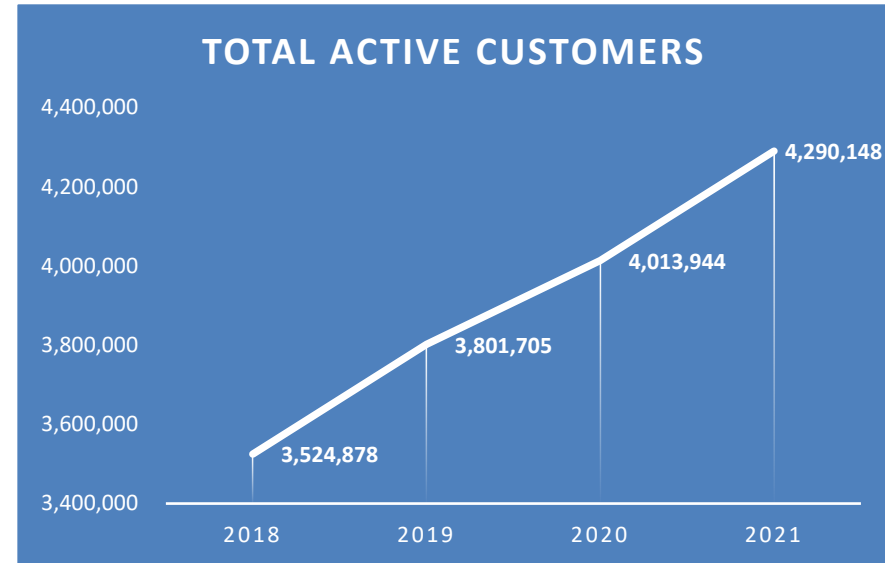


Core Mandate

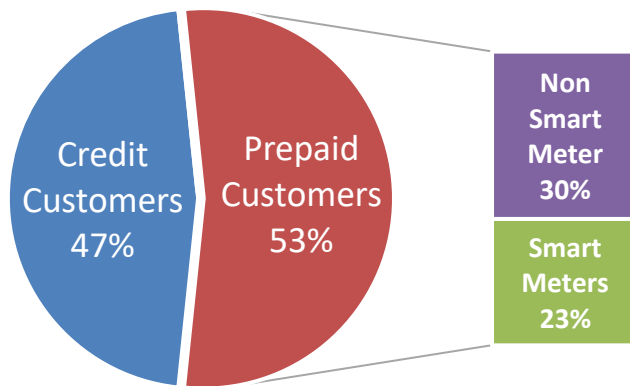
To Distribute and Supply Electric Power

PERFORMANCE 1

Customer Population as at December 2021	
Category	Number
Residential	3,683,654
Non-Residential Customers	604,505
Special Load Tariff (SLT) Customers	1,853
StreetLight Accounts	136

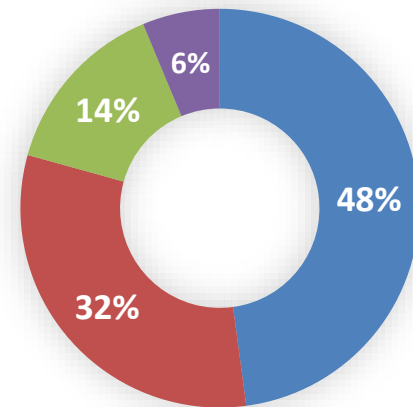


Credit & Prepaid Customers



■ Credit ■ Prepayment ■ Non smart ■ Smart

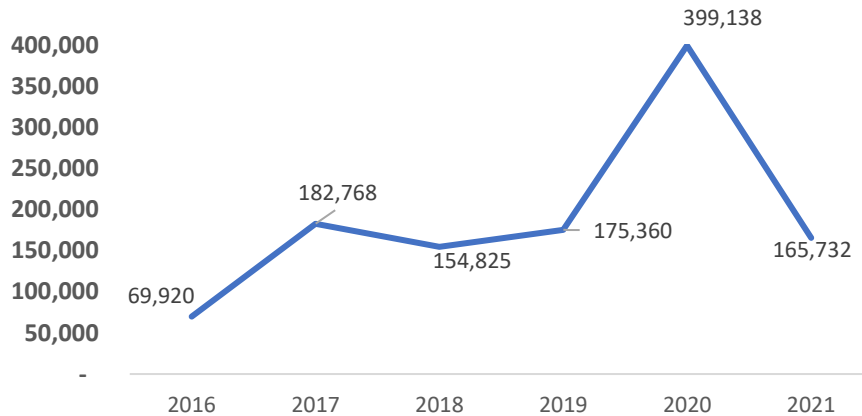
Energy Sales



■ Residential ■ SLT ■ Non-Residential ■ Streetlight

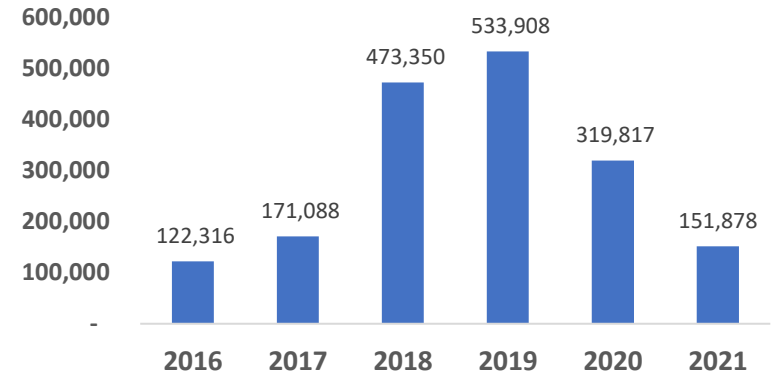
PERFORMANCE 2

New Service Connections



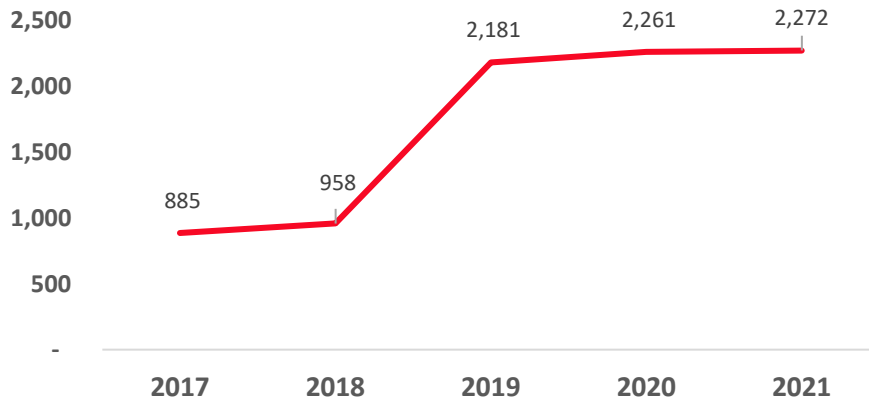
2020 shows 128% increase in 2019 & 2021 shows 5% decrease in 2019

Meter Replacement



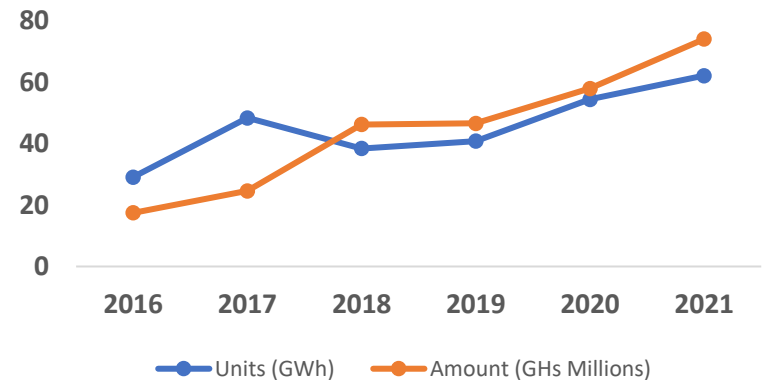
2021, 2020 show 72%, 40% reduction in 2019

Vending Station



2021, 2020 show 4.2%, 3.7% increase in 2019

Illegal Recovery



**2020 shows 33% & 24% increase in 2019
2021 shows 27% & 22% Increase in 2019**



PERFORMANCE 3

➤ Regulatory Benchmarks

➤ System Losses:

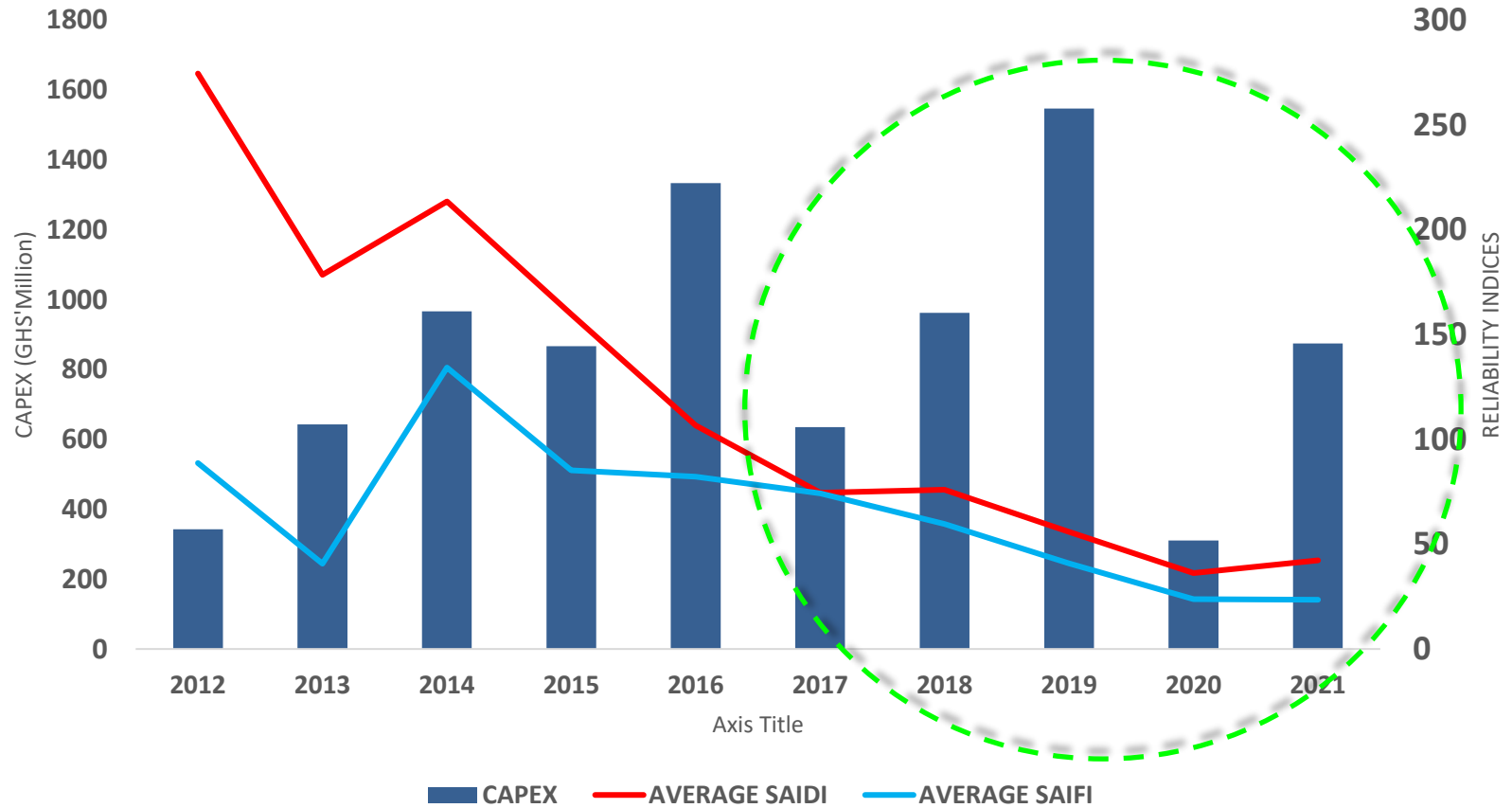
Category	2019	2020	2021	Benchmark
Revenue/Sales Ratio (%)	119	84	91	98
System Losses (%)	24.68	26.52	29.08	22.6

➤ Reliability Indices:

Category	2019	2020	2021	Benchmark
SAIDI				
METRO	36.9	21.95	26.63	48
URBAN	61.99	42.92	52.43	72
RURAL	79.29	51.81	56.29	144
SAIFI				
METRO	24.99	15.36	17.8	6
URBAN	47.06	26.45	27.69	6
RURAL	59.2	34.19	28.12	6
CAIDI				
METRO	1.48	1.43	1.50	8
URBAN	1.32	1.63	1.89	12
RURAL	1.34	1.52	2.00	24

PERFORMANCE 4

Impact of CAPEX on Reliability



SERVICE DELIVERY 1

E-Payment System (ECG Power)

Total No. of Transactions and Amount:
9,292,197 @ GHS 436.03 million



SERVICE DELIVERY 2

Improved Contact Centre - Customer Complaints


0302-611611



SERVICE DELIVERY 3

ECG Web Portal

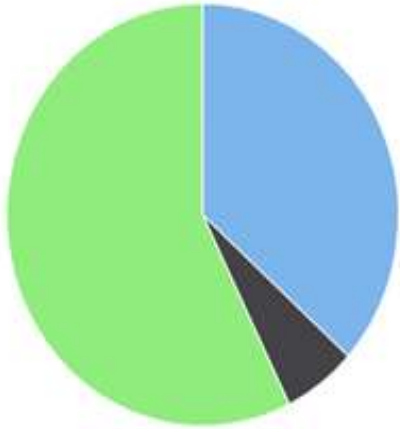
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 **ELECTRICITY COMPANY OF GHANA**

- ▶ STATISTICS
- ▶ APPLICATIONS
- ▶ USER ACCOUNT
- ▶ FAQs
- ▶ FAQs CATEGORIES
- ▶ ADMIN USERS


Statistics

Usage of Web Portal



Category	Count
New Connection	1
CMS Complaints	2
OMS Complaints	1

● New Connection ● OMS Complaints
● CMS Complaints


 **ELECTRICITY COMPANY OF GHANA LIMITED**

New Premise Data

Premise Name: huruyeptrno 25 bika

Premise Type: Domestic | Premise Category: Flat

Activity: House / Residence | Sub-Activity: Single dwelling



192.168.7.164:8080/WEBPORTAL-ADMIN-GHANA/#/admin/newconnection/1630062915087

New Connection

Reference No.: 1630062915087

Supply Type: PostPaid Change Supply Type

Customer's Data

First Name: AMBROSE	Personal ID Type: Voters card Number	Issue Date: 27/08/2021	Expiry Date: 27/08/2021
Mobile Name: KWAW	Personal ID Number: 0244801420		
Firstname: AFFUL	Necessity: Ghana		
Birth Date: 14/09/1999	Gender: Male		

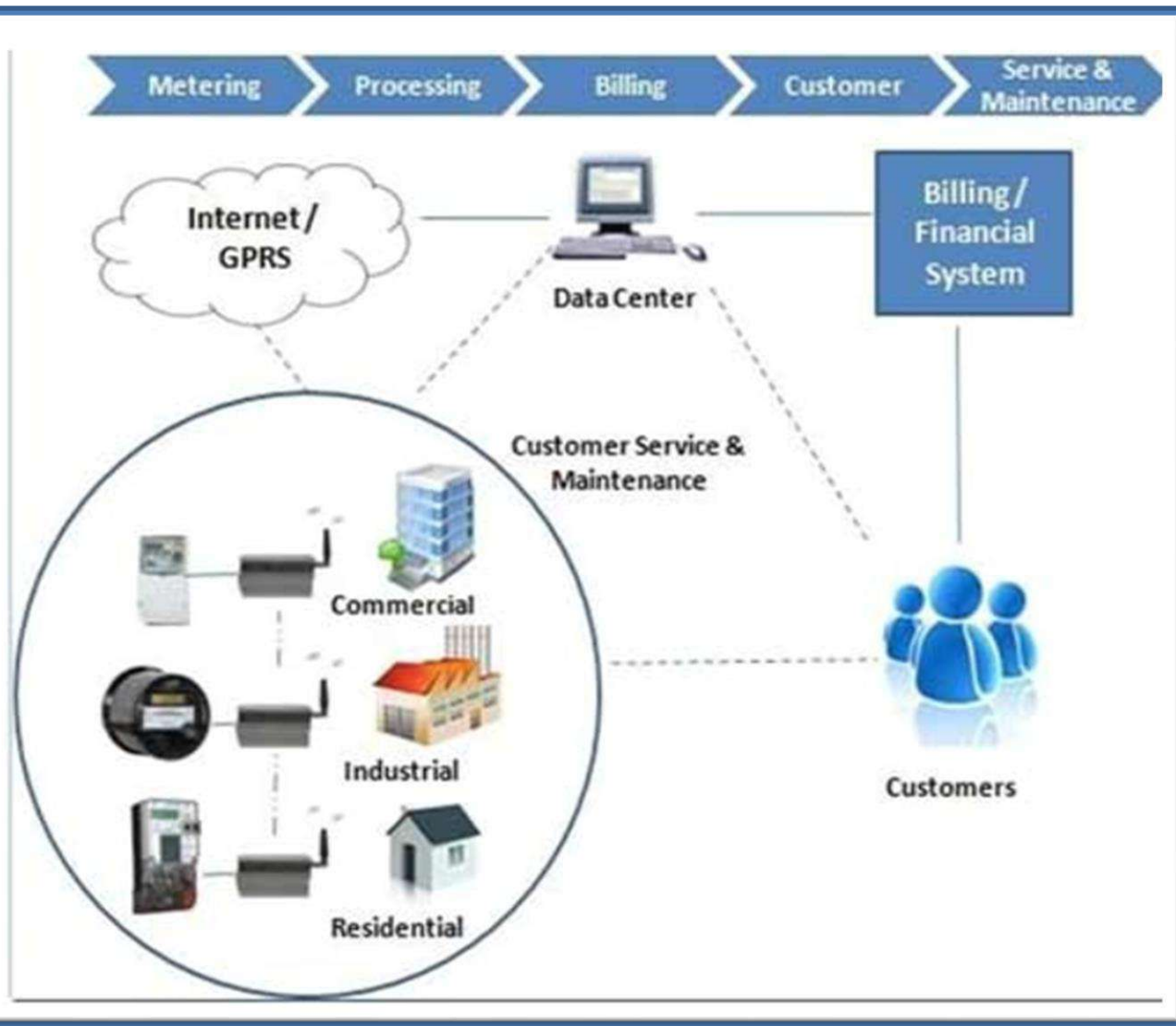
Customer's Contacts

Primary Email:	Mobile Number:
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SERVICE DELIVERY 4

AMR for High Consuming NSLT & SLT



- Real-time meter information available to customers
- Improved billing accuracy impacts payments.

- Decoupling of meter reading from bill delivery
- Expansion of AMI
- Regularization of SHEP meters

SERVICE DELIVERY 5

Liveline Aerial Device



- **One Liveline Aerial Device in each ECG operational Area.**
- **Plans to buy four (4) more to augment the fleet.**

INNOVATIVE SERVICES 1



Innovative Services

- Relationship Management of High Consuming Customer
- Premium Service Connection
- Consultancy Services
- EV Charging Point
- Fiber Networking
- Drones for Monitoring & Inspection

INNOVATIVE SERVICES 2

Electric Car Charging Point



Inauguration of Electric Vehicle Charging System, an opportunity to increase electricity sales and reduce excess capacity charges.



Consultancy Services



Drone Usage for Monitoring & Inspection



ECG deploys Wingtra Drones for monitoring and inspection of the distribution network.

Premium Services



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OBJECTIVES FOR TARIFF PROPOSAL

- Full Cost Recovery Tariff
- Full pass-through of Power Generation Cost
- A gradual Approach to Cost-of-Service Allocation within Tariff Structure
- Two-Block Tariff Structure for NSLT
- Introduction of Street Light Tariff
- Recovery of Investment Cost

MAJOR ISSUES IMPACTING TARIFF PROPOSAL 1

➤ Distribution Business

- Prevailing Tariff was based on Distribution business which had the Asset Owner being different from the Operator
- Benchmarks were based on same criteria

➤ Need for Change in Tariff Structure

- Multiple Bands & Progressive Tariff:
 - Implementation Challenges/ Necessitate costly prepaid meters
 - Customer difficulty in understanding bills / Deterrent to bill payment / Disincentive to increase consumption.
- Cross Subsidization among customer groups (NSLT)



MAJOR ISSUES IMPACTING TARIFF PROPOSAL 2

➤ Proposed Change in Tariff Structure

■ Two-Block Tariff

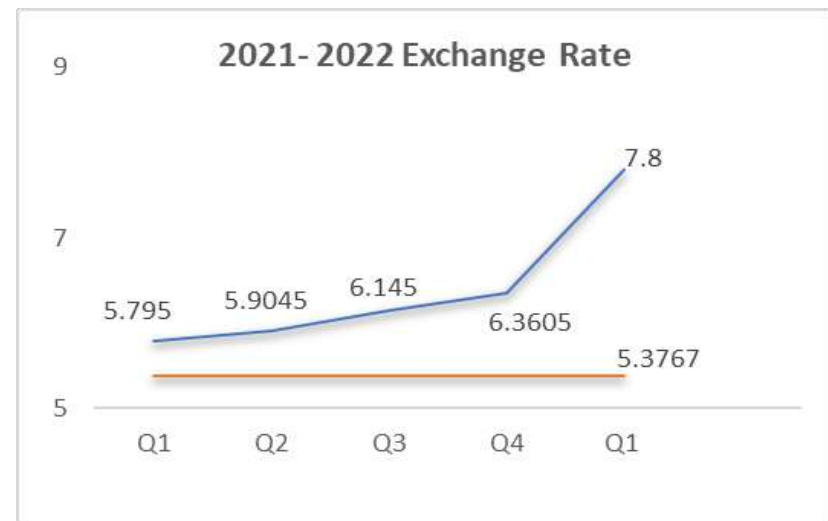
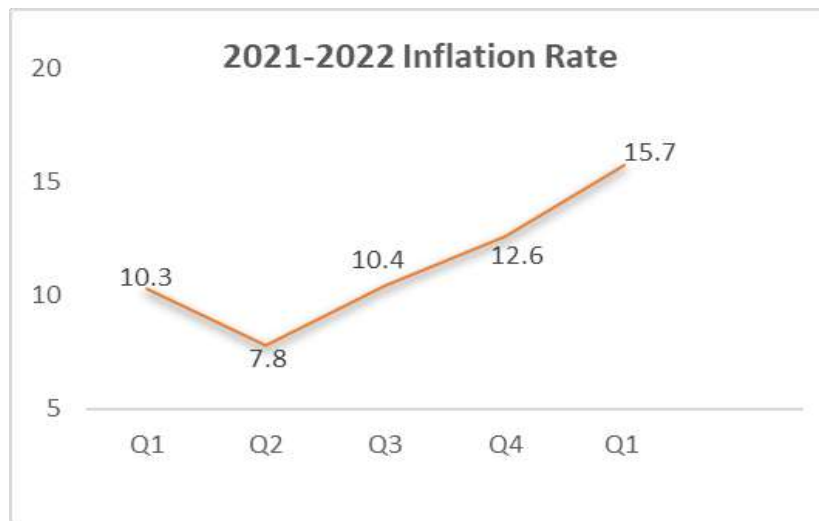
CATEGORY	FIRST BLOCK	SECOND BLOCK
Residential	Lifeline rate exclusively for 0-50kWh	Rate applicable to all non-lifeline customers
Non-Residential	Lower rate exclusively for a defined threshold	Rate applicable to all customers outside the defined threshold

- Elimination of cross-subsidization through a gradual approach to achieve Cost of Service allocation within tariff structure.

MAJOR ISSUES IMPACTING TARIFF PROPOSAL 3

➤ Macroeconomic Factors: Inflation and Exchange Rate

Tariff Proposal						Actual	
Indicator/Year	2022	2023	2024	2025	2026	2021 (Q4)	2022 (Q1)
Inflation (%)	6.80	6.18	6.84	7.46	6.47	12.60	19.40
Exchange Rate (\$)	6.49	6.82	7.23	7.73	8.17	6.36	7.80



MAJOR ISSUES IMPACTING TARIFF PROPOSAL 4

➤ Macroeconomic Factors: Foreign Exchange Loss

SUMMARY OF FOREIGN EXCHANGE LOSS (JAN - DEC 2021)						
No	IPP	Energy Delivered (kWh)	Total Charge (USD)	Total Charge at PURC Rate 5.3767 (GHS)	Actual Charge to be Paid 5.7950 - 6.3605 (GHS)	Forex Losses (GHS)
1	CENIT	469,165,700.00	61,259,029.91	329,371,426.12	365,788,745.19	(36,417,319.07)
2	Sunon Asogli	2,984,234,700.00	333,481,855.87	1,793,031,894.46	1,986,805,984.87	(193,774,090.41)
3	Bui Power	1,004,637,429.16	103,060,803.49	554,127,022.12	626,270,952.44	(72,143,930.31)
4	Karpowership	2,132,225,200.00	376,036,821.71	2,021,837,179.29	2,245,475,270.88	(223,638,091.60)
5	BXC	29,290,813.44	5,889,349.69	31,665,266.48	35,272,038.79	(3,606,772.31)
6	Cenpower	1,743,955,600.00	275,934,657.21	1,483,617,871.42	1,655,977,907.84	(172,360,036.42)
7	Ameri					
8	Meinergy	26,832,880.94	4,896,034.77	26,324,510.15	29,343,732.47	(3,019,222.32)
9	Amandi	1,078,957,300.00	98,800,501.70	531,220,657.49	602,218,480.51	(70,997,823.02)
10	AKSA Energy	350,832,880.00	149,786,658.56	805,357,927.08	896,629,976.73	(91,272,049.65)
	Total	9,820,132,503.54	1,409,145,712.91	7,576,553,754.60	8,443,783,089.73	(867,229,335.12)

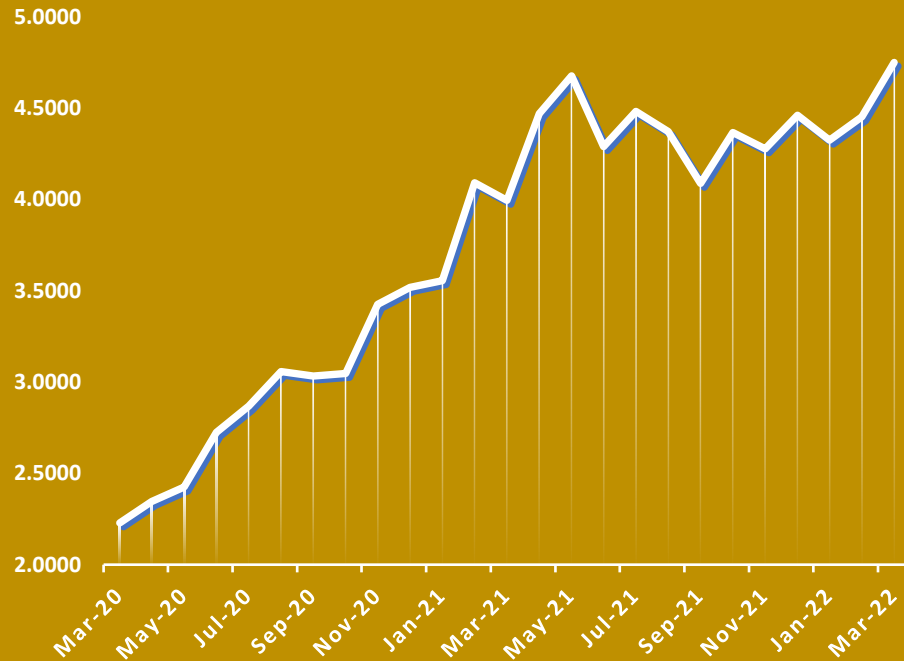
Source of Market Exchange rate: Monthly Average Indicative rate (Ecobank & SCB)



MAJOR ISSUES IMPACTING TARIFF PROPOSAL 5

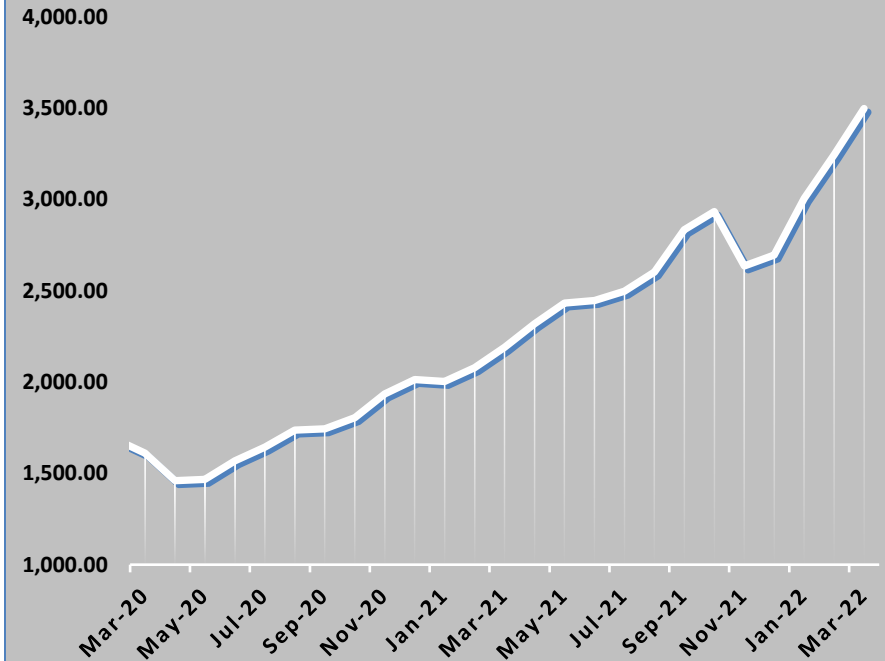
➤ Macroeconomic Factors: World Market Prices of Metals

COPPER PRICE



March 2020- March 2022 : 3.37% ↑
March – April 2022 : 3.5% ↑

ALUMINIUM PRICE



March 2020- March 2022 : 3.41% ↑
March – April 2022 : 4.0% ↑

MAJOR ISSUES IMPACTING TARIFF PROPOSAL 6

➤ Inadequate Distribution Service Charge (DSC)

- Prevailing Tariff was effective 1st July 2019
- Minimal increase of 0.47% due to AAF on 1st October 2019
- Reduction of 14% on the previous tariff of March 2018.
- Widened gap b/n Prevailing Tariff and Cost Recovery Tariff.
- Impact of macroeconomic variables on already inadequate DSC; Diminished/Dwindled/Eroded/Shrank considerably.
- Critical Operation affected: Procurement of materials, payment to suppliers, execution of projects, etc

MAJOR ISSUES IMPACTING TARIFF PROPOSAL 7

➤ Recovery of Investment Cost

- Completed Projects
- Ongoing Projects
- Planned Projects

➤ Introduction of Street Light Tariff

- MoEn Study in 2018 identified 498,035 streetlights (22,862 LED)
- Estimated annual consumption was 649.05GWh
- Estimated cost was \$108.65m (AEUT @ 63.5/kWh)
- Public Light Levy covers about 30% of actual cost of consumption.

MAJOR ISSUES IMPACTING TARIFF PROPOSAL 8

➤ Unrecovered Generation Cost

- PPA prices not fully reflected in Tariff
- Newly Commissioned Power Plants
- Variation in Dispatch (Hydro-Thermal Mix and Fuel Prices)
- Reserve Margin not considered as a Pass-Through Cost

Cost of Reserve Margin and Idle Capacity						
Item	2022	2023	2024	2025	2026	Total
Reserve Margin	185.21	161.02	155.24	120.00	55.17	676.65
Idle Capacity	172.97	145.11	136.46	0.00	0.00	454.54
Total Cost (USD Million)	358.18	306.13	291.69	120.00	55.17	1,131.18

* 2021: 318MW @ \$164.18m



ASSUMPTIONS ₁

- Inflation Rate (%): Average/Current Rate - 6.93/19.4
- Exchange Rate (%): Average/Current Rate - 7.09/7.8
- WACC (%): 16.02/18.96
- Return on RAB: Average of 2%
- Allowable Uncollectible: 2%

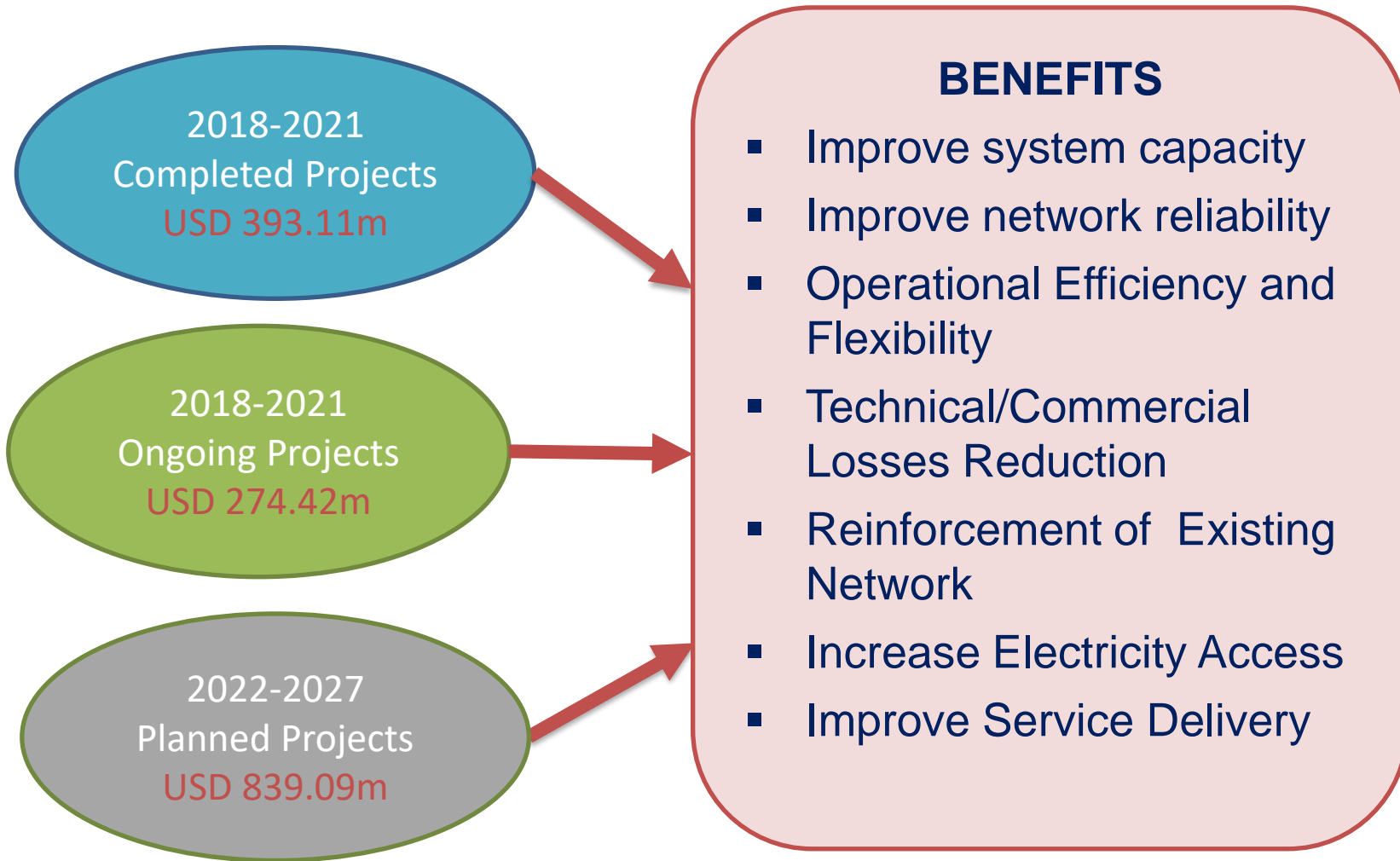
ASSUMPTIONS 2

➤ Purchases and Sales

Item	Actual	Projected				
	2021	2022	2023	2024	2025	2026
Purchases (GWh)	14,222	14,418	15,499	16,661	17,910	19,253
Sales (GWh)	10,086	10,986	11,942	13,021	14,149	15,402
System Losses (%)	29.08	23.80	22.95	21.85	21.00	20.00

- Proposed Purchases are based on the commercial terms of PPA.
- Proposed System Losses aligned to benchmarks in the last tariff decision/MoU signed in 2021 between EC and ECG
- 2021: 5%  and 1.79%  on Projected Purchases and Sales Figures respectively.

INVESTMENTS PROJECTS



INVESTMENT PROJECTS – COMPLETED 1

COMPLETED PROJECTS				
No.	PROJECT	REGION	NO. OF PROJECTS	IMPACT
1	Construction, Rehabilitation and Upgrade of Bulk Supply Points (BSPs), Primary Substations and 33kV Switching Stations	Accra, Tema, Central Eastern, Ashanti, Western & Volta	20	Improve Reliability of Power Supply, Reduce Technical Losses and Improve Operational Flexibility and Efficiency
2	Sub Transmission Improvement Projects: Construction, Expansion, Reinforcement of Interconnecting Circuits (Overheads & Underground networks).	Greater Accra, Eastern, Volta & Western	32	Improve Reliability of Power Supply, Reduce Technical Losses and Improve Operational Flexibility and Efficiency
3	Construction of Network Interconnection Circuits (33kV Tower Lines, 33/11kV Overhead Lines & Underground Cables) & Dedicated Power Supply to Customers.	All Regions	30	Improve Reliability of Power Supply, Reduce Technical Losses and Improve Operational Flexibility and Efficiency
4	Installation of three (3) Automatic Voltage Regulators (AVRs)	Greater Accra, Western & Central	3	Improve Voltages and Technical Loss Reduction
5	Network Extension & Customer Connections	Greater Accra, Central, Eastern & Volta	357	Increase and Improve Electricity Access

INVESTMENT PROJECTS – COMPLETED 2

COMPLETED PROJECTS				
No.	PROJECT	REGION	NO. OF PROJECTS	IMPACT
6	Distribution System Improvement and Special Grid Intensification Project	Greater Accra, Ashanti, Eastern, Central, Volta & Western	39	Improve Reliability of Power Supply and Reduce Technical Losses
7	Rural Network Extension and intensification Project	Greater Accra & Central	7	Increase and Improve Electricity Access
8	Construction of District Offices	Eastern, Central, Volta & Western	4	Improve Service Delivery
9	Construction of Customer Service Centres	Greater Accra, Volta, Ashanti & Western North	12	Improve Service Delivery
10*	Erection of Electrical Materials and Equipment for the Electrification of 507 Communities (Phase 1)	Ashanti, Eastern, Volta & Western	4	Improve Service Delivery
TOTAL COST (USD) - 393.11 Million				

INVESTMENT PROJECTS – ONGOING

ONGOING PROJECTS				
No.	PROJECT	REGION	NO. OF PROJECT	IMPACT
1	Sub-Transmission Improvement Projects: Construction, Rehabilitation and Automation of Primary Substations and Interconnecting Circuits (Overhead and Underground Networks) Across ECG Operational Areas	All Regions	82	Improve Reliability of Power Supply, Reduce Technical Losses and Improve Operational Flexibility and Efficiency
2	Distribution System Improvement Projects	All Regions	101	Improve Voltages and Technical Loss Reduction
3	Special Grid Intensification Projects: Primary Substation Construction and Automation Projects	All Regions	232	To improve network reliability and operational efficiency
4	Rural Projects – Network Extensions and Intensification in Rural Operational Areas	All Regions	72	Reinforcement of Existing Distribution Networks and Extension of the System to Cover Un-electrified Portions of Peri-Urban or Rural Communities.
5	Construction of District Offices	Greater Accra, Ashanti, Western, Central & Eastern	11	Improve Service Delivery
6	Construction of Customer Service Centres	Greater Accra, Ashanti, Eastern, Western, Western North & Volta	24	Improve Service Delivery
7	Upgrade/Renovation of District offices and Customer Service Centres.	Greater Accra, Ashanti, Eastern, Western, Central, Volta & Oti	25	Improve Service Delivery
8	Ghana Energy Development and Access Project (GEDAP); Supply and Installation of Primary (33/11 kV) Substations, BSPs, 33kV Switching Stations, Shunt Capacitor Banks, Bulk Metering Systems and Smart Prepayment Meters	Greater Accra, Western, Ashanti, Central, Eastern & Volta,	6	Technical loss reduction & Improvement in System Reliability
TOTAL COST (USD) - 274.42 Million				



INVESTMENT PROJECTS - PLANNED

INVESTMENT PLAN (2022-2026)						
Category	2022	2023	2024	2025	2026	Total
A. Network Capacity Expansion/ Extension Projects	108,674,006	23,412,639	2,600,000	13,000,000	9,540,000	157,226,646
B. Reliability Improvement Projects	45,723,762	11,162,647	8,723,044	9,481,351	9,975,263	85,066,067
C. Technical Loss Reduction/Voltage Improvement Projects	1,451,540	1,125,000	1,125,000	1,500,000	2,250,000	7,451,540
D. Commercial/Revenue Improvement Projects	106,332,162	99,556,095	96,029,883	96,744,618	97,748,703	496,411,461
E. Institutional Development Projects	12,000,000	21,575,862	21,877,586	16,440,172	21,042,349	92,935,970
F. Electricity Access Projects	11,000,000	9,000,000	4,500,000	4,500,000	4,500,000	33,500,000
Contingency (10%)	28,518,147	16,583,224	13,485,551	14,166,614	14,505,631	87,259,168
Total Cost (USD)	313,699,618	182,415,468	148,341,064	155,832,755	159,561,946	959,850,852
Grand Total (USD)				959,850,852		

NB: Electricity Access Projects and 10% Contingency not considered in Tariff Proposal



COMPLETED PROJECTS 1

20 Primary Substation & Switching Stations

OLAM Primary Substation



COMPLETED PROJECTS 2

20 Primary Substation & Switching Stations

TSOPOLI Primary Stations



COMPLETED PROJECTS ₃

20 Primary Substations & Switching Stations

AWASO Substation Control Room



AWASO Substation Transformer



AWASO Substation Control Room



AWASO Power Transformer



COMPLETED PROJECTS 4

Upgrade of Bulk Supply Point

Graphic Road (4th BSP)



COMPLETED PROJECTS 5

3 Automatic Voltage Regulator

NSAWAM AVR



COMPLETED PROJECTS 6

5 District Offices

Juapong



Half Assini



Denu



5 Newly Constructed District Offices:

Central - Kasoa North

Volta - Denu

Eastern - Nuaso & Juapong

Western North - Half Assini

COMPLETED PROJECTS 7

14 Customer Service Centre



CSC in 14 Communities

Accra: Lakeside Estate Ashaley Botwe

Western: Atieku, Nsuta & Daboase

**Western North: Sefwi Akontonbra,
Dadieso**

**Ashanti: Nyinahin, Adansi Fomena,
Agogo**

Eastern: Nsawam

Volta: Dodze, Adidome, Dambia, Abor

ONGOING PROJECTS 1

82 Sub-Transmission Improvement Projects

WEIJA Substation



TORKUSE Substation



ONGOING PROJECTS 2

82 Sub-Transmission Improvement Projects

ASAWINSO Substation



ONGOING PROJECTS ₃

82 Sub-Transmission Improvement Projects

BIBIANI Substation



OGBOJO Substation



ONGOING PROJECTS 4

101 Distribution System Improvement Projects



ONGOING PROJECTS 5

8 District Offices

DODOWA



AGONA



SEKONDI



ONGOING PROJECTS 6

22 Customer Service Centres

Nsawam Customer Service Centre



Axim Customer Service Centre



Amasaman Customer Service Centre



Santor Customer Service Centre



GOG & DONOR FUNDED PROJECTS

GoG & DONOR FUNDED PROJECTS - COMPLETED

No.	PROJECT	REGION	NO. OF PROJECT	IMPACT
1	GoG Funded Rural Electrification and Grid Extension in 507 Communities (Phase 1)	Ashanti, Western, Central, Eastern & Volta	1	Increase and Improve Electricity Access
2	JICA Funded Project: Construction and Upgrade of Bulk Supply Point (BSP)	Accra	1	Improve System Capacity, Improve Reliability of Power Supply, Reduce Technical Losses and Operational Flexibility and Efficiency
3	Millennium Challenge Corporation (MCC) Funded Projects: Distribution Network Modernization Projects including Kasoa and Pokuase BSPs and Interconnecting Circuits, Primary Substations at the University of Ghana Medical School (UGMC) and Kanda complete with their interconnecting 33kV circuits and 11kV offloading circuits; LV Bifurcation; Meter Management System (MMS); and Utility Geographic Information System.	Accra, Central & Ashanti	7	Improve Reliability of Power Supply, Reduce Technical Losses and Improve Operational Flexibility and Efficiency

TOTAL COST - USD 192.70 Million



GOG & DONOR FUNDED PROJECTS

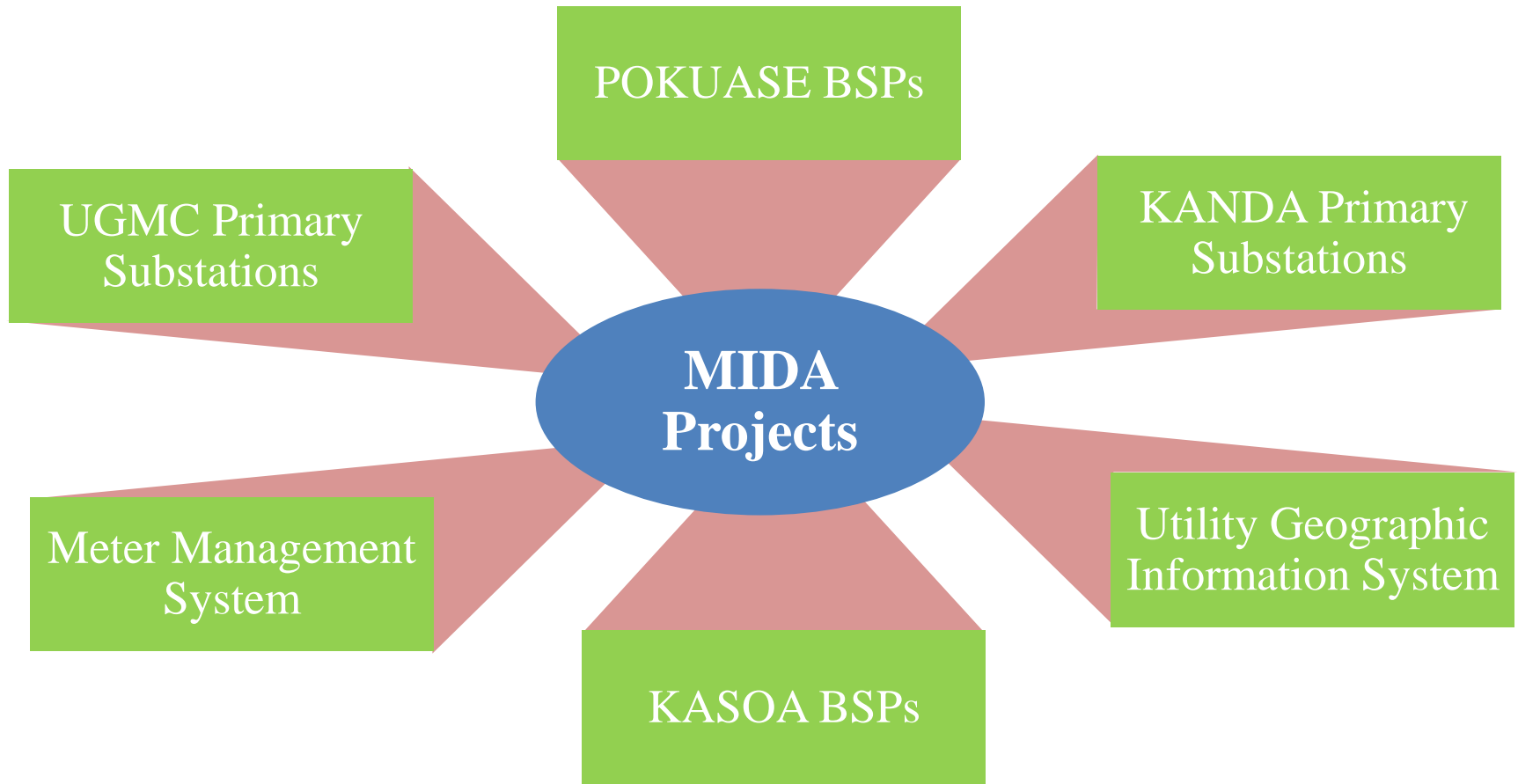
GoG & DONOR FUNDED PROJECTS - ONGOING

No.	PROJECT	REGION	NO. OF PROJECT	IMPACT
1	Millennium Challenge Corporation (MCC) Funded Projects: LV Bifurcation; Outage Management System; Enterprise Service Bus to integrate IT systems; Enterprise Resource Planning; Smart Energy Efficient Street Lighting and Data Centre Communication Network projects	Accra, Central & Ashanti	6	Reduce Technical Losses and Improve Operational Flexibility and Efficiency

TOTAL COST - USD 28.16 Million

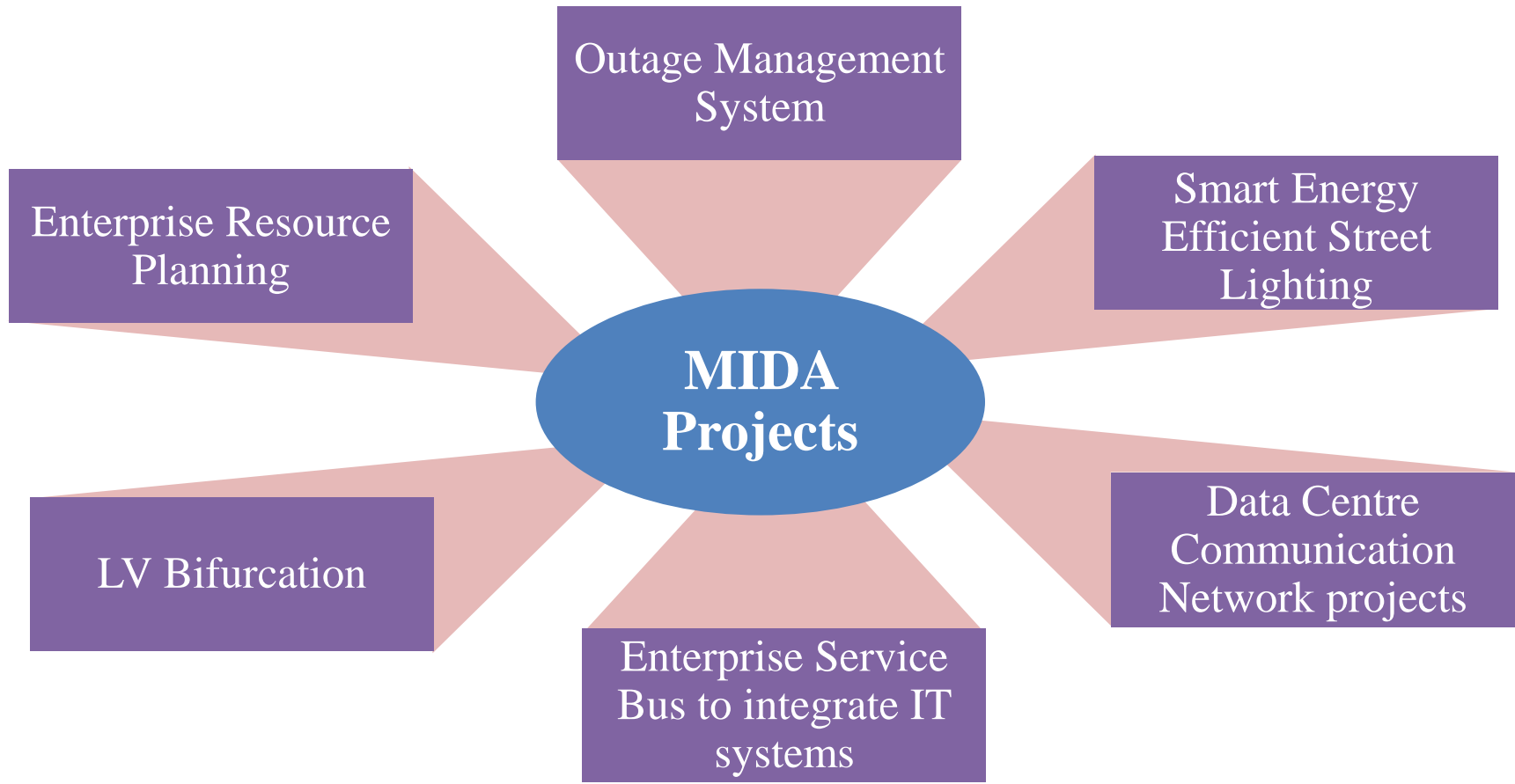
MCC FUNDED PROJECTS - COMPLETED

IMPACT: Improve Reliability of Power Supply; Reduce Technical Losses & Improve Operational Flexibility and Efficiency in Accra, Ashanti and Central



MCC FUNDED PROJECTS - ONGOING

IMPACT: Reduce Technical Losses & Improve Operational Flexibility and Efficiency in Accra, Ashanti and Central



COMPLETED PROJECTS 1

Donor funded Project

POKUASE BSP



COMPLETED PROJECTS 2

Donor Funded Project

POKUASE BSP

Erection of HV Circuit Breaker



Assembly of Switch Gear



COMPLETED PROJECTS ₃

Donor funded Projects

KASOA BSP



COMPLETED PROJECTS 4

Donor funded Projects

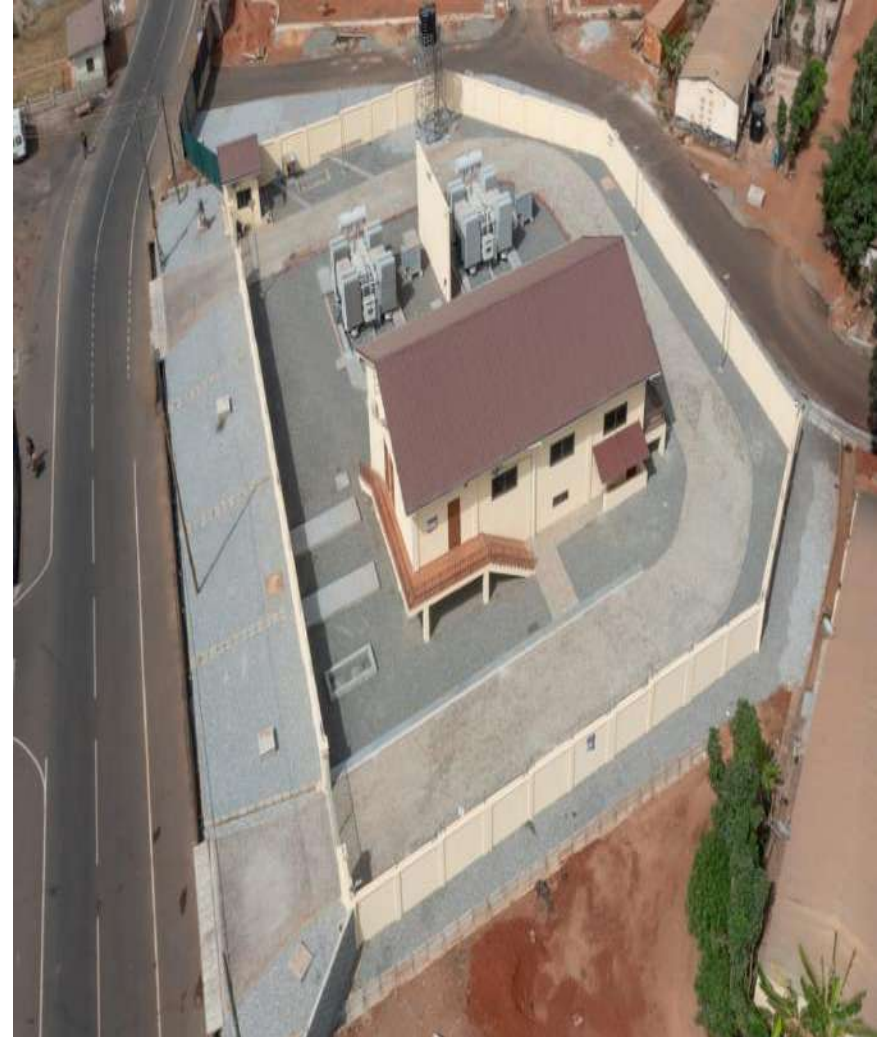
KASOA BSP



COMPLETED PROJECTS 5

Donor funded Projects

KANDA Primary Substation



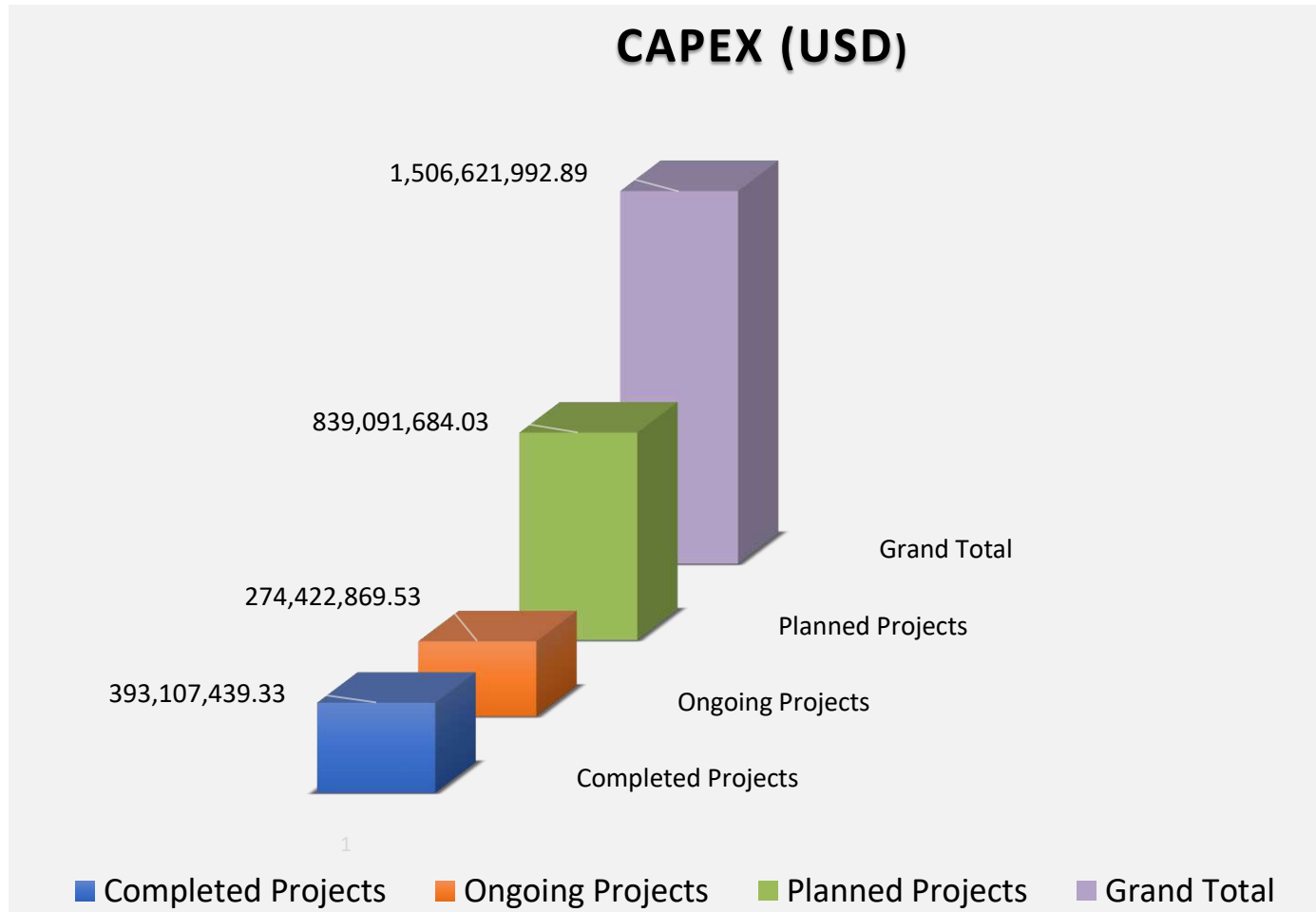
COMPLETED PROJECTS 6

Donor Funded Project

UGMC Primary Substation



TOTAL CAPITAL EXPENDITURE



PROPOSED TARIFF

COMPOSITION OF ARR	2019 APPROVED	2019 PROPOSAL	5-YEAR TARIFF PROPOSAL (GHS 'MILLION)				
			2022	2023	2024	2025	2026
OPEX	551.20	1,580.48	980.85	1,118.84	1,260.92	1,476.23	1,691.30
HUMAN RESOURCE COST	526.89	526.89	976.29	1,122.74	1,122.74	1,235.01	1,235.01
DEPRECIATION	188.46	651.27	1,196.85	1,560.13	1,894.82	2,264.02	2,979.85
RETURN ON RAB	35.14	1,609.61	342.74	346.28	372.23	395.92	397.38
CAPITAL RECOVERY PAYMENTS	97.97	0	519.47	730.87	938.20	1,096.78	1,252.56
RETURN ON WORKING CAPITAL ALLOWANCE	4.15	0	8.04	9.34	10.37	12.33	14.00
CORPORATE TAX	0	0	41.02	72.00	127.97	162.23	176.17
PROVISION FOR UNCOLLECTIBLES (2%)			323.69	360.32	412.25	437.15	486.47
TOTAL ARR	1,403.81	4,368.25	4,388.96	5,320.53	6,139.49	7,079.67	8,232.73
DSC1 (GHS/kWh)	0.186638 / 0.160346		0.3995	0.4455	0.4715	0.5004	0.5345
PERCENTAGE CHANGE	-14.09%		148.0%	11.5%	5.8%	6.1%	6.8%
DSC2 (GHS/KWh)	0.120917 / 0.148920		0.1981	0.2022	0.2067	0.2133	0.2152
PERCENTAGE CHANGE	23.16%		28.4%	2.1%	2.2%	3.2%	0.9%



DELIVERABLES TO ACHIEVE IF PROPOSAL ACCEPTED

➤ Revenue Growth

- Reduce debt to sales ratio to 20%
- Increase income from other revenue sources by 10%
- Meet PURC collection target of 98%

➤ Operational Excellence

- Ensure 95% of projects are executed on time.
- Reduce system loss to meet PURC target for the 5-year regulatory period (current PURC target; 22.6%)
- Achieve operating margin of 10% excluding capacity charges.
- Sustain the achievement of EC benchmarks for reliability indices

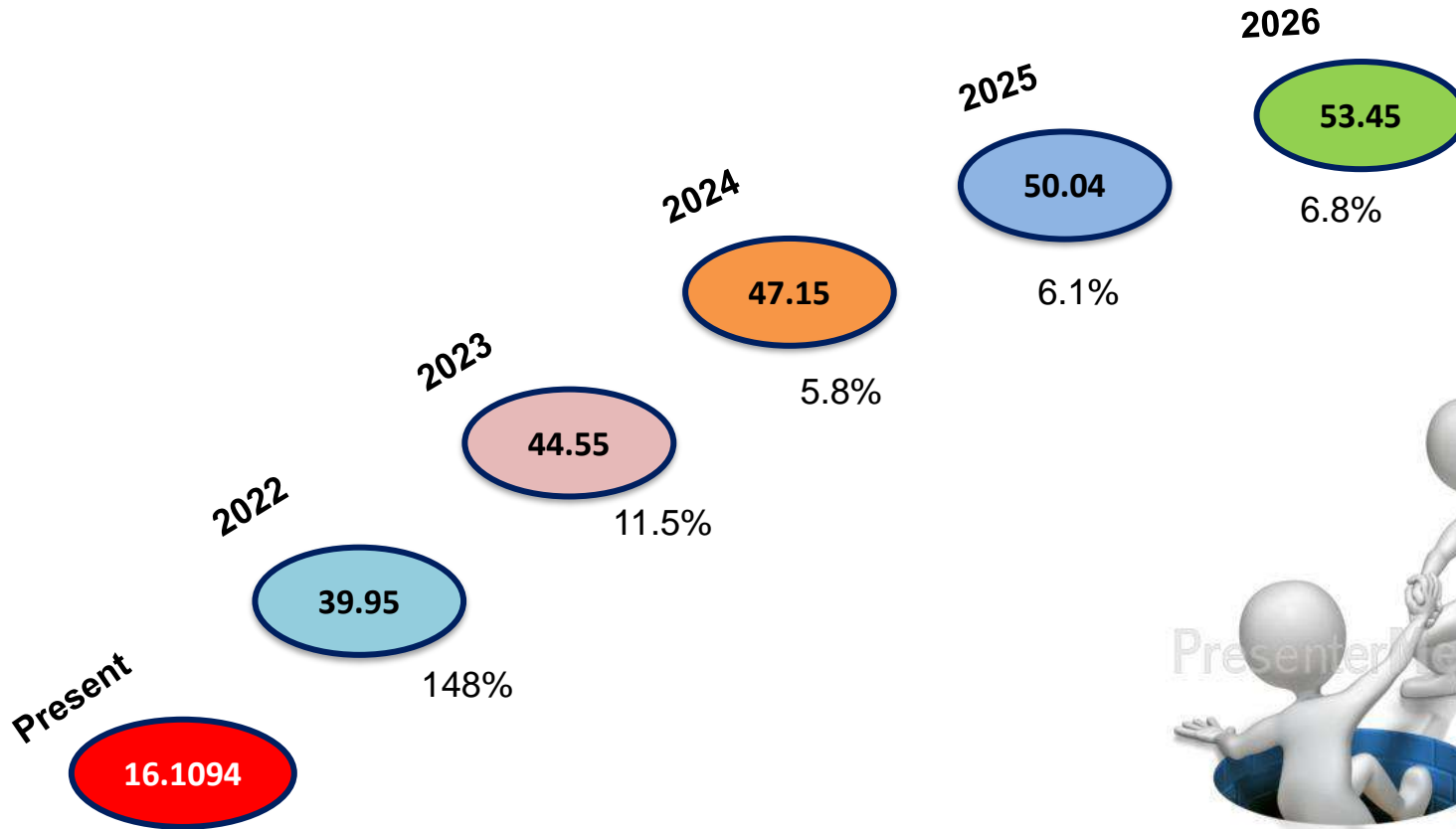
DELIVERABLES TO ACHIEVE IF PROPOSAL ACCEPTED

- Customer Value
 - Provide safe quality and reliable supply to all customers
 - Provide service connections to all customers within 5 days after payment
 - Achieve 70% customer satisfaction index
 - Introduce value-added services such as consultancy, fiber networking, premium service, EV charging points, etc.

- Align digital initiatives to business objective and build a digital utility.

CONCLUSION

WHERE WE ARE GOING



WHERE WE ARE

RECOMMENDATIONS

- PURC to consider approval of ECG's 5-year tariff proposal
- PURC to use PPA prices for BGC.
- PURC's AAF is expected to be regular and realistic during the 5-year tariff regime.
- GoG (MoF) to support ECG with excess capacity charges



THANK YOU





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