



PUBLIC UTILITIES REGULATORY COMMISSION

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ACCRA

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IMMEDIATE PRESS RELEASE

Re: Electricity Company of Ghana Mass estimation of bills on post-paid Meters

The Public Utilities Regulatory Commission (PURC) through its regular monitoring has noticed with concern, complaints by some ECG post-paid customers of relatively perceived high estimated electricity bills. The Commission is closely monitoring, and investigating the situation where some customers were issued with perceived high estimated bills for the months of May 2023, June 2023, and July 2023, to ensure the resolution of these issues.

The Commission wishes to encourage all affected customers to report such high estimated bills on their post-paid meters to ECG for resolution. If they are however not satisfied with the ECG's resolution, affected customers can report to the Commission's Regional Offices on the following contact numbers: Accra, 0540126201; Kumasi, 0540126202; Ho, 0540126206; Takoradi, 0540126203; Koforidua, 0540126205 and Cape Coast, 0540126208.

The Commission assures its Stakeholders of its commitment to protect the interests of Consumers and Utility Service Providers.

Dr. Ishmael Ackah
Executive Secretary