

PUBLIC UTILITIES REGULATORY COMMISSION

PRESS RELEASE ON COMPENSATION PAID TO CONSUMERS FOR DAMAGED EQUIPMENTS

The Public Utilities Regulatory Commission in the year 2013, through their Complaints Process managed to get compensation for Electricity Consumers whose equipment were damaged due to negligence and poor quality of service by the Electricity Company of Ghana.

In total a compensatory amount of **Thirty Six Thousand three hundred and twenty – seven Ghana Cedis (36,327.70)** was paid to these consumers of electricity who lost their equipments and complained to the PURC for redress. The amounts range between 150Ghc and 5,045.70GHC.

The equipments that were damaged included Multi TV Digi Box, a Plasma TV, Panasonic Printer, Voltage Guard, a Corn mill, Domestic and Commercial Refrigerators, a burnt hotel room etc.

These equipments were damaged mainly due to power surges and fluctuations. Consumers whose equipments/ or appliances are damaged due to poor quality of service by the Utility Service Providers can report to the PURC.

In complaining to the PURC the Commission would thoroughly investigate the matter to ascertain the cause of the damage before proceeding to let the Utility Service Provider pay compensation to the Consumer.

The Commission wish to indicate that compensation is paid by the Utility Service Provider that caused the damage, not the PURC.

The PURC is committed to **Protecting the Interest of all Consumers of water and electricity.**

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