



PUBLIC UTILITIES REGULATORY COMMISSION

ELECTRICITY COMPANY OF GHANA (ECG)

KEY REGULATORY INDICATORS

2019 Fourth Quarter Performance

INDICATOR	UNIT	Q4
Total Electricity Purchased	GWh	3,004.25
Total Electricity Distributed	GWh	2,240.96
Total Electricity Exported	GWh	1.30
System Losses	%	
Technical Distribution Losses	GWh	763.29
Technical Distribution Losses	%	25.41%
Collection Ratio (Total Revenue/Total Sales)	%	75.02%
Customer per Feeder	#	3,273
SAIFI	#/customer	23.14
Metro	#/customer	4.06
Urban	#/customer	7.84
Rural	#/customer	11.24
SAIDI	Hrs/customer	35.39
Metro	Hrs/customer	5.96
Urban	Hrs/customer	13.52
Rural	Hrs/customer	15.91
CAIDI	Hrs/customer	4.61
Metro	Hrs/customer	1.47
Urban	Hrs/customer	1.72
Rural	Hrs/customer	1.42
No. of Employees	#	6,422
Customer per Employee Ratio	:1	666
Customer Growth Rate	%	7.83%
Metering Performance Data		
0 to < 5 years	Number	1,559,861
5 to < 10 years	Number	1,002,106
10 to < 15 years	Number	371,820
15 to < 20 years	Number	413,901
> 20 years	Number	152,665

INDICATOR	UNIT	Q4
No. of Active Customers	#	3,771,708
<i>Residential</i>	#	3,225,574
<i>Non-Residential</i>	#	544,409
<i>SLT</i>	#	1,588
<i>Public Street Light</i>	#	137
Energy Billed	kWh	2,240,955,021
<i>Residential</i>	kWh	1,100,288,011
<i>Non-Residential</i>	kWh	342,509,574
<i>SLT</i>	kWh	664,495,053
<i>Public Street Light</i>	kWh	133,662,383
Total Net Sales	GHC	1,606,058,848
<i>Residential</i>	GHC	677,683,903
<i>Non-Residential</i>	GHC	368,918,582
<i>SLT</i>	GHC	536,832,449
<i>Public Street Light</i>	GHC	22,623,914
Average Rate		
<i>Residential</i>	GHp/kwh	61.5915
<i>Non-Residential</i>	GHp/kwh	107.7104
<i>SLT</i>	GHp/kwh	80.7880
Average Sale Price	GHp/kwh	75.14