



PUBLIC UTILITIES REGULATORY COMMISSION

KEY REGULATORY INDICATORS FOR ELECTRICITY COMPANY OF GHANA (ECG)

2024 Fourth Quarter Performance

INDICATOR	UNIT	Q4
Total Electricity Purchased	GWh	4,164.90
Total Electricity Distributed	GWh	2,822.91
System Losses	%	32.22%
Technical Distribution Losses	%	9.84%
Commercial Distribution Losses	%	22.38%
Collection Ratio (Total Revenue/Total Sales)	%	84.71%
Customer per Feeder	#	3,651
SAIFI	#/customer	10.93
Metro	#/customer	2.69
Urban	#/customer	3.49
Rural	#/customer	4.76
SAIDI	Hrs/customer	20.67
Metro	Hrs/customer	4.71
Urban	Hrs/customer	6.97
Rural	Hrs/customer	8.99
CAIDI	Hrs/customer	5.64
Metro	Hrs/customer	1.75
Urban	Hrs/customer	2.00
Rural	Hrs/customer	1.89
No. of Customers (Incl. Inactive)	#	5,520,663
No. of Employees	#	6,458
Customer per Employee Ratio	:1	855
Customer Growth Rate	%	1.32%
Metering Performance Data		
0 to < 5 years	Number	
5 to < 10 years	Number	
10 to < 15 years	Number	
15 to < 20 years	Number	
> 20 years	Number	

INDICATOR	UNIT	Q3
No. of Active Customers	#	4,875,814
<i>Residential</i>	#	4,203,796
<i>Non-Residential</i>	#	669,648
<i>SLT</i>	#	2,216
<i>Public Street Light</i>	#	154
Energy Billed	kWh	2,822,913,812.62
<i>Residential</i>	kWh	1,368,946,627.29
<i>Non-Residential</i>	kWh	412,627,916.21
<i>SLT</i>	kWh	861,089,885.62
<i>Public Street Light</i>	kWh	180,249,383.50
Total Net Sales	GHC	4,268,531,818.21
<i>Residential (sales)</i>	GHC	1,972,675,481.09
<i>Non-Residential (sales)</i>	GHC	603,540,990.48
<i>SLT (sales)</i>	GHC	1,405,019,459.27
<i>Public Street Light</i>	GHC	287,295,887.37
<i>Recoveries</i>	GHC	0.00
Average Rate		
<i>Residential</i>	GHp/kwh	144.10
<i>Non-Residential</i>	GHp/kwh	146.27
<i>SLT</i>	GHp/kwh	163.17
<i>Public Street Light</i>	GHp/kwh	N/A
Average Sale Price	GHp/kwh	150.65