



# PUBLIC UTILITIES REGULATORY COMMISSION

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## PRESS RELEASE

### COMPENSATION TO CUSTOMERS AFFECTED BY VENDING FAILURE IN ECG PREPAYMENT SYSTEM

Reference is made to the Regulatory Order number **PURCECG012022** dated **October 04, 2022** “In Respect of Failure in ECG Prepayment System at Volta, Greater Accra, Central, Western, Ashanti, Eastern and Other Locations”.

After extensive engagement with Management of the Electricity Company of Ghana (ECG) the following measures have been implemented to enable compensation to affected customers:

1. From Monday, October 24 to Friday, October 28, 2022, customers who were adversely affected by the ECG prepayment system vending failure are to visit the ECG District Offices in their respective districts and the ECG website ([www.ecg.com.gh](http://www.ecg.com.gh)), or any PURC Regional Office and the PURC website ([www.purc.com.gh](http://www.purc.com.gh)) to complete and submit forms for consideration for compensation.
2. ECG, under PURC’s regulatory oversight, shall investigate and analyse information contained in submitted forms and compensate affected customers accordingly.
3. Only customers whose electricity supply was interrupted due to the vending failure will be considered for compensation.

The Commission assures its stakeholders that it is committed to protecting the interests of both utilities and consumers.

**Signed:**  
**Dr. Ishmael Ackah**  
**Executive Secretary**