



PUBLIC UTILITIES REGULATORY COMMISSION (PURC)

Regulatory Digest

VOLUME 3

June 2023



In This Issue:

1

EDITOR'S NOTE

2

MESSAGE FROM THE EXECUTIVE SECRETARY

3

KEY REGULATORY PERFORMANCE INDICATORS

4

HIGHLIGHTS OF PURC'S ACTIVITIES FOR THE FIRST HALF OF 2023

Editor's Note

What is a School of Excellence? To my mind, it is a place that brings best brains and inquiring minds together to probe into the theory and practice of a given field. Learning happens through frank exchanges about what works and what does not, so that participants acquire a solid foundation in the discipline and an ability to contribute meaningfully to effective work. Clearly, knowledge exchange in a school of excellence has to be rooted in research and awareness of current developments.

In February 2023, PURC, in collaboration with the Ghana Institute of Management and Public Administration (GIMPA), realised its long-held desire to establish a Centre of Excellence in Public Utility Regulation (CEPUR). The vision is a big one: "To be the leading centre for research and capacity building in utility regulation in Africa and beyond". The facility is open to persons in Ghana and all over Africa who desire to acquire knowledge in the utility business.

As one of the foremost utility regulatory institutions to be established in the sub-region, PURC has played an important supporting role to many African countries seeking to rationalise their utility governance structures. This collaboration with GIMPA will help position the Commission to play a stronger leadership and advocacy role in utility matters across the continent through research, policy briefs, training and regulatory conversations.

Ghana boasts significant in-country expertise acquired over decades of expanding utility infrastructure to almost 90% of the population from Africa's largest hydro generation facility, sea-water desalination, cross-border transmission and other



Mrs. Nancy Atiemo, Director Legal

diverse technologies. It is this expertise that the PURC seeks to harness through CEPUR, to help sustain the running of the sector for generations to come.

Please read more about the Centre and other activities of the Commission in this edition of the newsletter. You are also welcome to visit the Centre for more information at www.cepur.edu.gh

Message from the Executive Secretary



Dr. Ishmael Ackah, Executive Secretary

The first half of 2023 was filled with a number of pioneering initiatives and productive activities of the Commission. In line with the Commission's theme for 2023, "Year of Operational Efficiency", the Commission embarked on several innovative and efficiency drives in realisation of the objectives of the theme. The theme is captured in the 4Es, that is, Engagement, Education, Efficiency and Enforcement. I am grateful to the Board, Management and Staff of the Commission, whose continuous dedication to the quest of achieving operational efficiency and fulfilment of the mandate of the Commission has yielded significant outcomes in the first half of 2023.

The Commission began the year with the launch of a Net Metering Tariff Reckoner to help customer-generators in determining their electricity charges for imports and exports of electricity with the distribution grid. This has also been developed as a mobile phone application (PURC Tariff Reckoner) based on the PURC Net Metering Guidelines. Given this transparency and accessibility drive, the Commission subsequently launched an Electricity Consumption Estimator Application to assist consumers in the estimation of their monthly electricity consumption. The

application also helps consumers determine the contribution of each appliance to the total monthly cost of electricity. Both the Net Metering Tariff Reckoner and Electricity Consumption Estimator Applications are accessible on the google play store.

I am excited to report that in February 2023, the Commission, in partnership with the Ghana Institute of Management and Public Administration (GIMPA), launched a Centre of Excellence in Public Utility Regulation (CEPUR). The Centre will provide the requisite technical skills through executive training programmes in utility management and regulation. Taking cognisance of the emerging dynamics in utility regulation and the regulated sectors, the Centre also undertakes evidence-based research to inform policy and delivers periodic lectures and regulatory conversations to enhance the quality of national dialogue on regulatory issues in Ghana and beyond.

As part of PURC's regulatory efforts to promote robust, competitive, and efficient electricity and water utility sectors in Ghana, the Commission for the first time, constructed and launched the Ghana Utilities Performance Index (GUPI) for 2021. The GUPI, which is an aggregated performance index, computes and ranks the performance of all regional electricity and water utilities taking into account the utility's performance against a scoring criterion developed in line with key regulatory indicators. It is expected that the annual publications of GUPI will help utilities decide the direction of their investments towards improvement in service delivery, and also help regulators identify areas of focus for future regulatory auditing and monitoring purposes.

Again, we are elated to have commissioned an ultra-modern water laboratory to complement drinking water monitoring efforts of PURC. The water lab will enable

the Commission to primarily obtain first-hand information on water quality issues in the water supply chain through complaints, spot checks and compliance monitoring exercises for proactive remedial actions.

In April 2023, PURC hosted the 2023 Peer Review and Learning Network of African Electricity Regulators (PRLN). The essence of this PRLN was to conduct a comprehensive review of Ghana's energy sector, in relation to regulatory governance, regulatory substance, and regulatory impacts. The second edition of the PURC Regulatory Conversation series was also held in April 2023, as part of the activities earmarked for the PRLN week. The Conversation, which was themed: "The Regulator in the Era of Economic Turbulence and the Energy Transition: Lessons from the Past and a Guide for the Future" was delivered as a lecture by Mr. Wale Shonibare, Director – Energy Statistics, Policy and Regulation at the African Development Bank, and followed by a panel discussion to tease out specific country experiences and knowledge sharing.

As a significant milestone of the Commission in the promotion of transparency and efficiency in procurement of additional electricity generation capacity, I am delighted to report that the PURC published Rate Setting Guidelines for the Competitive Procurement and Supply of Electricity Generation Capacity and Energy in June 2023. The Guidelines spell out, among other things, the principles, methodology, and processes to be applied by the Commission for approval of tariffs for existing power plants. Additionally, the Commission published a Power Purchase Agreement (PPA) Approval Process, which outlines the requirements to be followed by electricity utilities for approval of tariffs in PPAs. The approval process details the steps to be followed by utilities in PPA tariff negotiations, including notifying the Commission of an intention

to negotiate or renegotiate tariffs for a PPA, and PPA Hearings, conducted in accordance with the PURC Tariff Approval Process, as provided in its Rate Setting Guidelines.

The Commission's engagement with stakeholders continued throughout the first half of the year. These engagements, in the form of Consumer Service Clinics, Nationwide Tariff Education and Regional Engagements were aimed at promoting a participatory, inclusive and educative regulatory regime. They were also part of the Commission's plans and deliberate efforts to afford consumers and utility service providers a platform to lodge complaints on quality of service, educate consumers on the assumptions underlying the tariffs and the need for quarterly tariff reviews, and to enlighten the public on PURC's mandate and operations. Tariff Education programmes were also undertaken for groups such as the Media and industry, specifically Members of the Association of Ghana Industries, to proffer detailed explanations underlying the quarterly tariff reviews and associated assumptions.

Over the first half of 2023, the Commission hosted and mentored regulatory and energy sector institutions including the Liberian Electricity Regulatory Commission, the Liberian Electricity Corporation, the Ministry of Mines and Energy of Liberia, the Energy Sector Regulatory Authority of Burkina Faso, and the Ministry of Energy of Sao Tome e Principe.

We are grateful to the African Development Bank for providing funding and support to review the

operational functions and services of the Commission's Water Directorate. Indeed, the Bank has also provided additional funding for the second phase of PURC's digitization agenda to facilitate knowledge sharing between the Commission and stakeholders, including the regulated utilities. The Commission has initiated steps to facilitate access to information and enhance the reading experience of its staff, through the creation of an electronic library.

In line with our efficiency drive, the Commission has embarked on a loss reduction strategy as part of deliberate interventions intended to achieve a reduced regulated loss benchmark values for the electricity and water distribution sectors. The Commission also chaired two Committees constituted by the Vice President of the Republic of Ghana, with key energy sector players to discuss the state of the Cash WaterFall Mechanism (CWM), its implementation gaps, and ways of improving the CWM to ensure a financially sustainable energy sector. Furthermore, the Commission was able to successfully ensure signing of the energy sector debt matrix by all relevant institutions in the energy sector.

Over the next half of 2023, we will continue to implement Quarterly Tariff Reviews to help maintain the real value of cost of supply of utility services, while ensuring that consumers get access to reliable and quality services. The Commission is also poised to undertake cutting-edge research on electric vehicles as we ready the institution's capacity in the

deployment and implementation of emerging technologies in the renewable energy sector, especially electronic mobility.

Phase 2 of our digitization agenda, implemented through the Database Management System, and supported by the African Development Bank, is expected to run by end of December 2023. This would facilitate real-time data and knowledge sharing with all stakeholders in the water and electricity sectors.

CEPUR will roll out industry-relevant executive courses and cutting-edge research to support the transformation of the electricity and water sectors across the sub-region.

The Commission has initiated steps to coordinate the development of a policy and legal framework for the water sector to enhance the provision of water services delivery in Ghana. As part of this initiative, the Commission will work with the Ministry of Sanitation and Water Resources and other stakeholders to convene a Water Forum with key water sector stakeholders in the second half of the year to explore options in addressing the regulatory and operational gaps in the water sector. This will help inform drafting of the water services framework and any legislation that may be required.

We would continue to work and engage our key stakeholders to improve economic regulatory decisions and outcomes, as we monitor and ensure the provision of quality utility services through the implementation of our rolled-out initiatives.

Happy reading!

Introduction

This volume of the Regulatory Digest covers major operational activities undertaken by the Commission in the first half of 2023. Key activities contained in this newsletter include outcomes of PURC's Complaints Management System (CMS); research projects undertaken; customer service clinics; electricity and water sector collaborations; external relations; stakeholder engagements; monitoring activities and field investigations; as well as capacity building workshops. The volume also contains information on key regulatory indicators of the electricity and water sector value chain as prescribed by the mandate of the Public Utilities Regulatory Commission.

Key Regulatory Performance Indicators

This section summarizes the performance of electricity utilities with respect to selected regulatory indicators for the first half of the year 2023. Key industry statistics of the electricity sector are also highlighted in this section.

Table 1: Electricity Sector - Key Regulatory Indicators

GENERATION	UNIT	1ST QUARTER	BENCHMARK
Hydro	%	34.99	
Thermal	%	64.92	
Renewables	%	0.09	
Peak Demand	MW	3469	
Total Energy Generated	GWh	5,711.66	
TRANSMISSION			
System Availability	%	99.57	99
Frequency Deviation	%	18.77	15
DISTRIBUTION			
Electricity Company of Ghana (ECG)			
Power Purchase	GWh	3,995.00	
Power Sales	GWh	3,995.00	
System Loss	%	33.67	22.6
SAIDI			
Metro	hrs	3.4	12
District	hrs	4.7	18
Rural	hrs	4.02	36
SAIFI			
Metro		6.30	1.5
District		7.04	1.5
Rural		6.01	1.5
CAIDI			
Metro		1.84	2
District		1.76	3.5
Rural		1.74	6

GENERATION	UNIT	1ST QUARTER	BENCHMARK
Northern Electricity Distribution Co. (NEDCO)			
Power Purchase	GWh	464.57	
Power Sales	GWh	320.76	
System Loss			
SAIDI			
Metro	hrs	5.46	12
District	hrs	10.83	18
Rural	hrs	28.03	36
SAIFI			
Metro		5.31	1.5
District		6.66	1.5
Rural		18.37	1.5
CAIDI			
Metro	hrs	1.03	2
District	hrs	1.63	3.5
Rural	hrs	1.53	6
Enclave Power Company (EPC)			
System Loss	%	0.51	3
CAIDI			
Metro	hrs	1.85	2

Highlights of the Commission's Activities in the First Half of 2023

Consumer Complaint Management

Number of Complaints

The Commission received a total of 3,491 complaints from consumers against Electricity Company of Ghana (ECG), Northern Electricity Distribution Company (NEDCo) and Ghana Water Company Limited (GWCL) in the first quarter of 2023. 3,115 of these complaints were resolved, representing a percentage of (89.23%). The remaining 10.77% were at various stages of investigation by the end of the quarter. The utility service providers also lodged complaints against some consumers..

A total of 1,742 complaints were lodged by consumers against ECG representing 49.90% of total complaints lodged; 1,150 against NEDCo representing 32.94%; and 551 against GWCL representing 15.78%. The regulated utilities also lodged forty-eight (48) complaints against consumers, representing 1.37%.

Figure 1 depicts a graphical representation of aggregate complaints received and resolved whiles Table 2 shows the regional spread of complaints lodged and resolved.

Figure 1: Total Complaints Lodged and Resolved by the Commission

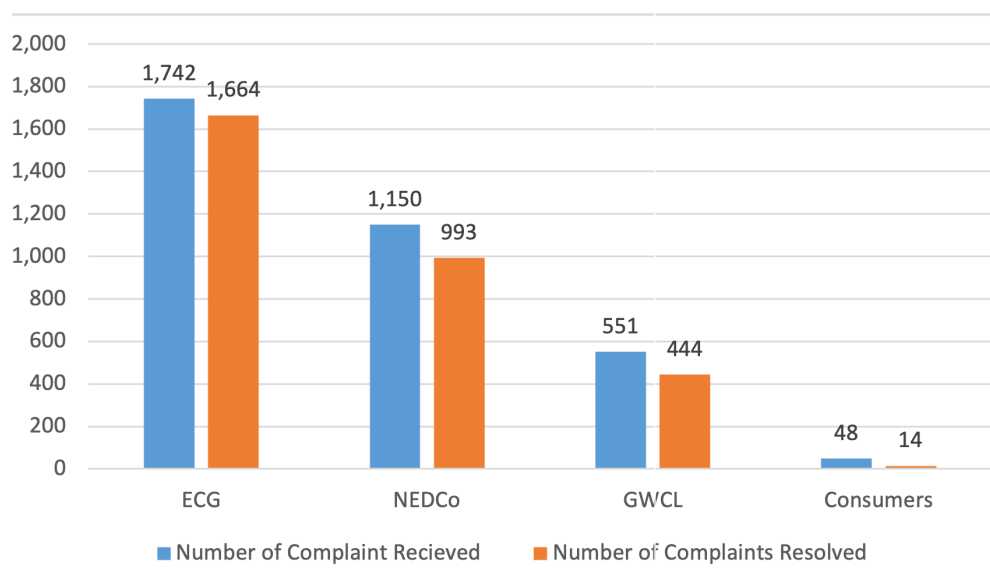


Table 2: Total Complaints Received and Resolved by the Commission

Regional Office	ECG		NEDCo		GWCL		Consumers		Total	
	Lodged	Resolved	Lodged	Resolved	Lodged	Resolved	Lodged	Resolved	Total Lodged	Total Resolved
Ashanti	237	209	-	-	36	21	-	-	273	230
Eastern	274	268	-	-	50	43	-	-	324	311
Central	233	228	-	-	89	71	-	-	322	299
Western	367	363	-	-	26	20	-	-	393	383
Volta	247	218	-	-	22	21	-	-	269	239
Greater Accra	384	378	-	-	113	107	-	-	497	485
Northern	-	-	328	255	90	41	34	0	452	296
Upper West	-	-	255	251	35	35	-	-	290	286
Bono	-	-	378	345	76	76	14	14	468	435
Upper East	-	-	189	142	14	9	-	-	203	151
Total	1,742	1,664	1,150	993	551	444	48	14	3,491	3,115

ECG responded to 1,664 complaints, representing 95.52% of the complaints lodged against ECG; NEDCo resolved 993 complaints, representing 86.35% of complaints lodged against NEDCo, while GWCL responded to 444 complaints, representing 80.58% of the complaints lodged against GWCL. The Commission also resolved 14 of the 48 complaints lodged by the utilities against consumers, representing 29.17% resolution rate of total complaints lodged by utility service providers.

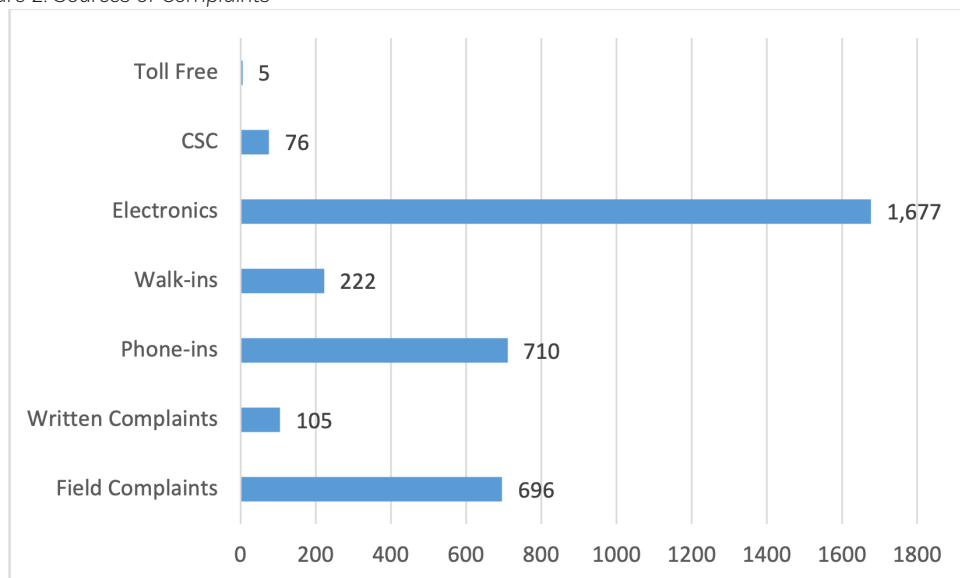
Sources of Complaints

Complaints lodged against the utilities were received through the following sources: field investigation complaints, written complaints, phone-ins, walk-ins, social media (WhatsApp), and the PURC toll-free line. 76 complaints were received through established Consumer Service Committees (CSCs) of the Commission. This is shown in Table 3 below.

Table 3: Regional Disaggregation of Complaints Sources

Region	Field Complaints	Written Complaints	Phone-ins	Walk-ins	Social Media (WhatsApp)	CSC	Toll Free
Ashanti	51	2	58	47	106	9	-
Eastern	38	14	92	1	179	-	-
Central	4	10	120	20	168	-	-
Western	298	3	18	22	10	42	-
Volta	14	1	72	11	171	-	-
Greater Accra	87	24	155	26	200	-	5
Northern	41	39	48	41	281	2	-
Upper West	0	0	35	7	225	23	-
Bono	128	12	92	39	197	-	-
Upper East	35	0	20	8	140	-	-
Total	696	105	710	222	1,677	76	5

Figure 2: Sources of Complaints



Complaints received through the electronic media, mainly WhatsApp Platforms and Emails constituted 48.04%, the most preferred means by which complaints were lodged with the Commission. Complaints received via Phone-ins and staff field work constituted 20.34% and 19.94% respectively. The rest of the complaints were received via Walk-ins (6.36%), Written Complaints (3.01%), Consumer Service Committees (CSC – 2.18%) and Toll-free numbers, constituting 0.14% of all cases reported over the period

Impact of Complaints Management

The Commission's complaint management process, ensured that consumers who owed the utilities, committed to payment of GHS194,244.02 to ECG and NEDCo. The Commission also recovered GHS 56,025.00 to GWCL.

The Commission's intervention led to the replacement of 220 Low Voltage (LV) poles, and the installation of 14 distribution transformers to improve the quality of energy supply to different communities across the country. The Commission also assisted in the replacement of 352 meters for ECG and NEDCo consumers.

Furthermore, as a result of investigations carried out by the Commission on complaints with respect to billing irregularities, it was established that NEDCo and ECG credit the accounts of complainants with an adjusted credit sales amount of GHS352,116.16 . GWCL also credited accounts of complainants with an amount of GHS105,589.76.

Table 4: Adjustment, Compensations and Revenue Recovery interventions for Utilities and Others

Region	Adjustments		Compensation (GHS)		Revenue Recovery (GHS)		Poles Replaced	Transformer Injection	Meters Replaced
	ECG/ NEDCo	GWCL	ECG/ NEDCo	GWCL	ECG/ NEDCo	GWCL	ECG/ NEDCo	ECG/NEDCo	ECG/ NEDCo
Ashanti	28,444.92	68,543.76	-	-	43,762.5	-	4	1	7
Eastern	27,268.07	-	-	-	-	326,093.64	8	3	12
Central	1,207.62	-	-	-	-	56,025	4	-	-
Western	7,672.20	-	-	-	-	-	-	-	-
Volta	-	-	-	-	-	-	-	-	-
Greater Accra	5,000	105,003.12	-	-	-	-	-	-	-
Northern Region	108,201.66	-	-	-	-	-	189	10	333
Upper West	-	-	-	-	-	-	15	-	-
Bono Region	17,4321.69	586.64	-	-	150,481.52	-	-	-	-
Total	352,116.16	105,589.76	-	-	194,244.02	56,025.00	220.00	14.00	352.00

PURC Announces 2nd Quarter Tariff Review Decisions

Tariff Announcement

As part of the Commission’s statutory mandate to approve rates, the Executive Secretary through two communiqués released on May 17 and 18, 2023, announced the second (2nd) Quarter Tariff Review decisions for electricity and natural gas, and for water respectively, with effective dates of June 1, 2023. The review saw an increase in tariff for natural gas and electricity for the second quarter of 2023. Overall,

there was an increase in the average end-user tariff for electricity by 18.36% across board for all customer groups. There were however changes (increase and decrease) in the end-user tariffs for water across the different customer groups. The Executive Secretary assured all stakeholders that the Commission will continue to monitor the operations of the Utility Service Providers to ensure efficient, reliable and equitable service delivery.

Inauguration of the GIMPA-PURC Centre of Excellence in Public Utility Regulation (CEPUR)

The Commission, in collaboration with the Ghana Institute of Management and Public Administration (GIMPA), inaugurated the Centre of Excellence in Utility Regulation (CEPUR) on February 28, 2023. The Centre was established to develop competencies and expertise in regulation and governance for the electricity, water, natural gas sectors, and other public utility sectors.

civil society organizations, academia and members of the general public desirous of the acquisition of knowledge in the economics of regulation of the aforementioned sectors. The Centre is open to the general public.

The Centre delivers programmes leading to the award of certificates in diverse courses related to regulation and the management of the electricity, water, and natural gas sectors; and engages in cutting-edge research for investment and policy decision-making in the sectors of interest. These programmes are intended for policymakers and regulators, utility service providers, industry players,

The Guest of Honour, Dr. Matthew Opoku Prempeh (MP), inaugurated the Centre under the theme: "Professionalism in the Utility Sector, the key to Africa’s Development." He indicated that, the Centre is both relevant and timely because of emerging dynamics in the energy sector, including the energy transition and energy security concerns, which require a competent and skilful workforce that is ready to help position Ghana and Africa to secure sustainable outcomes for future generations



Dr. Matthew Opoku Prempeh, Minister for Energy making his speech at the Inauguration Ceremony



Executive Secretary of PURC, Dr. Ishmael Ackah making his address



A Section of invited Guests seated at the Inauguration



Rector of GIMPA, Professor Samuel K. Bonsu addressing participants



The Centre of Excellence in Public Utility Regulation (CEPUR)



Hon. William Owuraku Aidoo, Deputy Minister for Energy unveiling the plaque at the Centre



Officials of PURC, GIMPA and Ministry of Energy in Pose after the Inauguration Ceremony



Media Relations

Workshop for PURC Media Fellowship

The Commission organised a training workshop for the PURC Media Fellows on May 27, 2023. The objective of the training was to brief the media on regulatory activities of the Commission. The training was also intended to build capacity of the Media Fellowship for accurate and timely reportage on the activities and operations of the Commission, while improving transparency and accountability of the Commission.

The Executive Secretary, Dr. Ishmael Ackah, explained the factors underpinning the second (2nd) Quarter Tariff Decision and encouraged the Media Fellows to use the opportunity to educate consumers of electricity and water while demanding for accountability from the Utilities to make them more efficient.



Members of the Media Fellowship Seated at the Workshop



Dr. Ishmael Ackah addressing the participants at the Workshop

PURC Hosts 2023 Africa Electricity Regulatory Peer Review and Learning Network (PRLN)

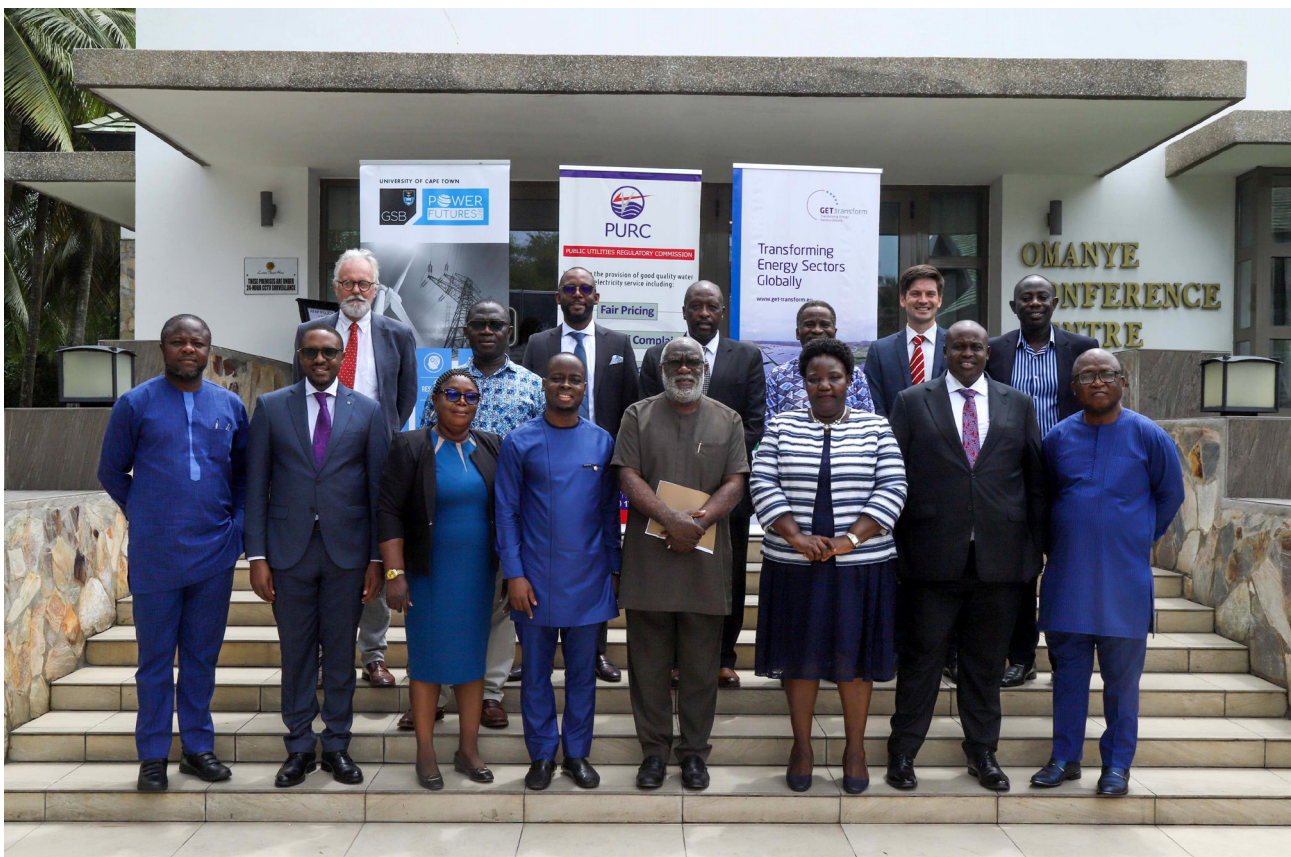
The Commission hosted this year's African Electricity Regulatory Peer Review and Learning Network (PRLN) from April 17-21, 2023. PRLN is an intercontinental platform designed to facilitate experiential learning and sharing between the CEOs of electricity regulatory institutions in Kenya, Namibia, Uganda, South Africa, and Ghana. Regulatory experts and lead energy researchers from the Power Futures Laboratory, based in University of Cape Town, South Africa, also participated in this year's PRLN.

The objective of the PRLN is to enhance leadership and management capability among African electricity regulators leading to increased credibility, transparency, and robustness of regulatory decisions.

The five-day programme involved a comprehensive review of the energy sector, which focused on engaging and interviewing major stakeholders such

as the Association of Ghana Industries (AGI), Trades Union Congress (TUC), Ghana Chamber of Mines, Media, and Utility Service Providers in the energy sector. Participants also discussed the overview of Ghana's power sector, strategic & policy environment, regulatory governance and performance, and regulatory substance and impacts.

The Chief Executive Officers present at the programme were: Dr. Ishmael Ackah (Public Utilities Regulatory Commission, Ghana), Ing. Ziria Tibalwa Waako, (Electricity Regulatory Authority, Uganda), Mr. Daniel Kiptoo Bargoria (Energy and Petroleum Regulatory Authority, Kenya). The others were Mr. Nhlanhla Gumede, (Member of the National Energy Regulator of South Africa) and Mr. Pinehas Mutota, (General Manager, Economic Regulation; Electricity Control Board of Namibia)



Members of the PURC Board in a Pose with the CEOs of Participating Electricity Regulatory Institutions

PURC Holds Its Second Utility Regulatory Conversation Series

The Commission, in collaboration with CalBank PLC, held the second edition of the "PURC Regulatory Conversation Series" on Thursday, April 20 2023 on the topic: "The Regulator in the Era of Economic Turbulence and the Energy Transition: Lessons from the Past and a Guide for the Future."

The PURC Regulatory Conversations are intended to enhance the quality of national dialogue on regulatory issues, specifically in the areas of electricity, water, and natural gas in Ghana to promote knowledge and expertise sharing at the national and regional level. It presents insights on contemporary utility regulatory matters to a high-level audience of policymakers, development partners, other African utility regulators, utility executives, industry, academia, and regulatory staff.

The event was chaired by the Chairman of PURC, Mr. Ebo Quagraine and had participants from Industry; Ministries; electricity utility service providers; Academia; Civil Society Organisations (CSOs) and the media among others. The panellists who discussed the topic include Ing. Ziria Tibalwa Waako, Chief Executive Officer, Electricity Regulatory Authority, Uganda; Mr. Pinehas Mutota, General Manager, Economic Regulation - Electricity Control Board, Namibia; Mr. Nhlanhla Gumede, Regulator Member - National Energy Regulator of South Africa (NERSA);

and Mr. Daniel Bargarora, Director General, Energy and Petroleum Regulatory Authority (EPRA) of Kenya.

Mr. Quagraine, in his opening remarks, indicated that PURC intends to draw on the critical qualities of a series of dialogues through its regulatory conversations and the newly inaugurated Centre of Excellence in Utility Regulation (CEPUR) to enhance knowledge and regulatory policy making in Ghana and beyond. He added that, "African Regulators have a crucial role to play in navigating through recent challenges caused by the Global pandemic to ensure the Energy sector in Africa is sustainable, reliable and cost-reflective."

The Guest of Honour and main Speaker, Mr. Wale Shonibare, Director, Energy Statistics, Policy and Regulation of the African Development Bank (AfDB) spoke on the theme of the event. In his remarks on Energy Transition in Africa, he stated that, "Energy transition pathways are country-specific and should be driven by country-specific policy and regulatory interventions. Countries should identify optimal pathways and reflect it in their energy transition plans and not adopt a one-model fit-for-all approach." He encouraged institutions to invest in systems that provide cost-reflective tariffs for a sustainable energy sector



Mr. Ebo Quagraine, Chairman of PURC, addressing participants



Mr. Wale Shonibare speaking on the topic for the Regulatory Discussions



Hon. William Owureku Aidoo, Deputy Minister for Energy addressing participants



Dr. Ishmael Achah making an input during the discussions



A Section of Invited Participants Seated at the Programme



Dr. Ishmael Ackah addressing the participants at the Workshop

PURC Organises a Three-Day Training in the Administrative Hearing Processes and Adjudication

The Commission organised a three-day training programme in Administrative Hearing Processes and Adjudication from April 12 -14, 2023.

The objective of the training programme was to provide awareness on the Commission’s quasi-judicial responsibilities so as to strengthen the Formal Hearing Processes of the Commission and ensure compliance with the law. It was also to establish robust administrative hearing processes in the investigation and determination of contentious utility issues, which cannot be dealt with through internal settlement and mediation processes of the Commission.

Participants at the training programme included Commissioners of PURC, external experts with engineering and legal background and selected staff

of the Commission.

The resource persons for the programme were drawn from the Judiciary. These were His Lordship Justice Issifu Tanko Omoro Amadu, a Justice of the Supreme Court of Ghana & Director, Judicial Training Institute and Justice Kweku Tawiah Ackaah-Boafo, a Justice of the Court of Appeal.

The training methodology was interactive as the facilitators ensured that the participants thoroughly understood the topics that were presented. The facilitators engaged the participants in discussions and kept the forum open for questions, comments and suggestions. These were supported with power-point presentations, lectures, case-studies and group discussions



Executive Secretary Dr. Ishmael Ackah addressing the participants



Mrs. Nancy Atiemo, Director Legal of PURC interacting with participants during the training programme



Participants being awarded certificates after the training programme



Participants and Facilitators in a pose after the training programme

Development Of Legal Framework For Drinking Water Services

The Commission, in collaboration with the Attorney General and Ministry of Justice, undertook engagements with key stakeholders in the drinking water sector to discuss the formulation of a legal framework for the drinking water sector of Ghana.

Among others, the team met with the Community Water and Sanitation Agency, the Office of the Head of Local Government Services, the Water Research Institute of the Centre for Scientific and Industrial Research, the Ghana Standards Authority and the Ministry of Roads and Highways. The discussions focused on the various institutional mandates, right-of-way issues, District water management systems, financing and maintenance of water facilities, operational challenges, the role of Health Inspectors in water quality monitoring, licensing and water safety plans.

The discussions were meant to understand each institution's connection with the drinking water sector to help brainstorm on a structure for the better management of drinking water services across



Consultation with CSIR Water Research Institute

the country. The outcome was a clear proposal for a revised structure, which has the buy-in of all stakeholders, to be submitted to the sector Ministry for consideration and reforms.

Publication of Rate Setting Guidelines for Competitive Procurement and Supply of Electricity Generation Capacity and Energy

The Commission on June 9, 2023, published its approved Rate Setting Guidelines for Competitive Procurement and Supply of Electricity Generation Capacity and Energy for the Regulated Electricity Market. The purpose of these guidelines is to promote transparency and efficiency in the procurement of additional generation capacity and to help optimize the cost of power and its impact on electricity tariffs. The guidelines also spell out among other things, the principles, methodology and processes to be applied

by the Commission for approval of tariffs for existing power plants, which will aid in the determination of a reference capacity charge for the competitive procurements of energy supply and services contracts. The guidelines further outline the decision variables, as well as the indexation of monthly billing of capacity and energy, which is procured from the regulated electricity market. The guidelines will be applied to utilities in the regulated market.

Publication of Power Purchase Agreement Approval Process

The Commission on June 22, 2023, published a Power Purchase Agreement (PPA) Approval Process, which outlines the requirements to be followed by the electricity utilities for approval of tariffs in PPAs. The approval process, which comprises six steps, details the processes to be followed by utilities in PPA tariff negotiations, including notifying the Commission of intention to negotiate or renegotiate tariffs for a PPA, and PPA Hearings conducted in accordance with the PURC Tariff Approval Process, as provided in its Rate Setting Guidelines.

Tariff Training for Members of Association of Ghana Industries (AGI)

The Commission engaged members of the AGI on Tuesday, June 6, 2023, on the Commission's Quarterly Tariff Reviews. AGI Members were specifically taken through the processes, factors, variables, as well as assumptions that underpinned the upward review in Water, Electricity and Natural Gas tariffs in the second Quarter of 2023. The Chief Executive Officer of AGI, Mr. Seth Twum-Akwaboah expressed his gratitude to the Commission for the initiative to educate members of the Association and to expand their knowledge base and broaden their horizons in the operations of the Commission and its tariff processes. He further requested for periodic engagement with the Commission to keep industry abreast with decisions of the Commission



Dr. Ishmael Ackah addressing the participants



A section of participants seated



Mr. Seth Twum-Akwaboah, Chief Executive Officer of AGI



Participants and Facilitators after the training programme

Workshop On Public Utilities Regulatory Commission (Consumer Service) Regulations, 2020 (L.I. 2413)

The Commission held a sensitisation workshop for the staff of Ghana Water Company Limited (GWCL) and the Northern Electricity Distribution Company Limited (NEDCo) in the Bono and Bono-East Regional operational areas.

The workshop was to educate the staff of the utility companies on the requirements of L.I. 2413 so as to ensure the effective implementation and enforcement of the Regulations. Participants expressed their appreciation for the detailed information and training provided and requested more frequent education.



PURC Commissions Water Laboratory for Water Quality Research

The Commission, on June 8, 2023, established its first water laboratory, purposely for water quality research. The laboratory will enable the Commission to test for water quality and provide assurance to consumers and stakeholders on quality-of-service delivery.

The laboratory will facilitate the Commission’s administrative process of monitoring water quality at the consumer’s end to protect consumers against poor service quality by the service provider. It will also save time in water testing and resolving of water complaints as the Commission no longer has to outsource the function to other laboratories.

During Commissioning of the PURC water laboratory, Dr. Ishmael Ackah, Executive Secretary of PURC indicated that, the laboratory would help the Commission to identify various challenges associated with the delivery of safe potable water, such as bacteriological quality, detection of lead, and other harmful substances, while providing lasting solutions. He added that, this would complement and strengthen relations between PURC and the Ministry of Sanitation and Water Resources, (MSWR) in developing technical guidelines to provide safe drinking water for consumers.



Dr. Ishmael Ackah speaking on the Water Laboratory



Official opening of the PURC Water Laboratory



Staff and media personnel taking a tour of the Water Laboratory



The PURC Water Laboratory

PURC Commissions Pro-poor Water Projects

The Commission, in collaboration with Ghana Water Company Limited (GWCL), commissioned four Pro-poor water projects at Yeji in the Pru East district of the Bono East Region on April 26, 2023. The Commission also opened four pro-poor water projects at Ofoase-Ayirebi in the Akyemansa District of the Eastern Region on June 3, 2023. This is part of the Commission’s agenda of making potable water accessible to water-deprived communities across the country

provides the Legislative Framework for funding of these Pro-poor water programmes. GWCL provided Technical Assistance and support to the realisation of the projects. Each project has a capacity to store a capacity of ten thousand gallons of water.

Speaking at the Commissioning, the Executive Secretary of PURC, Dr. Ishmael Ackah, implored the Chiefs and people in the various beneficiary communities to maintain the projects.

The projects were commissioned in line with the amended Act of PURC; Act (800), 2010, which



Dr. Ishmael Ackah, handing over documentation of the Pro-Poor water facility to the DCE and people of Ofoase OAyirebi



The commissioned Pro-poor Water Project



Engagement with Chiefs and residents of the communities



Opening of the Water Project at Yeji



Residents of Yeji fetching water from the commissioned project



Chiefs and Residents of Ofoase Ayirebi with officials of PURC after the Commissioning

PURC at the 2023 African Energy Forum

The Executive Secretary of PURC participated in the 25th edition of the Africa Energy Forum from June 20 – 23, 2023. The Forum, which was under the theme, Africa for Africa – Building Energy for the Just Transition was hosted in Nairobi, Kenya. The Executive Secretary contributed to the Forum’s 6th Closed-Door Africa Regulators Roundtable discussions under the topics: “Charting a course for Equitable Energy Transitions on the Continent” and “Predictability, Tariff Setting, and Licensing Framework”.



PURC Hosts the 2023 National Coordination Committee on Drinking Water Quality Management

The Commission hosted the first part of the 2023 Meeting of the National Coordinating Committee on Drinking Water Quality Management (NCCDWQM). The event took place on Thursday, April 13, 2023 in the Conference Room of the PURC Head Office Annex.

The Committee, which was formed in 2015, is tasked with coordinating the management of drinking water quality in Ghana; and monitoring the implementation of the National Drinking Water Quality Management Framework.

The focus of the 2023 Committee meeting was to take stock of the status of implementation of Water Safety Plans (WSPs) in the urban water subsector, rural water subsector, and Water, Sanitation and Hygiene (WASH) in Schools; and the status of the development of certification protocol for Household Water Treatment (HWT) products and technologies. Updates on the development of the Water Services

Act, and Water Safety Campaigns, as well as the regulation, monitoring and auditing of WSPs were also discussed during this year’s meeting.

Membership of the Committee comprises representatives of key sector institutions with interest in drinking water quality in Ghana including the Ministry of Sanitation and Water Resources; PURC; Water Resources Commission; Food and Drugs Authority; Community Water and Sanitation Agency; Ghana Water Company Limited; Environmental Protection Agency; National Development Planning Commission; Ghana Standards Authority; National Disaster Management Organization; Ministry of Local Government and Rural Development; Water Research Institute; World Health Organization; and the Ghana Education Service.

The second part of the Coordination Meeting is scheduled to take place in December 2023.



Benchmark Study Visits

Study Visit by the Energy Sector Regulatory Authority, Burkina Faso

The Commission hosted a three-member delegation from the Energy Sector Regulatory Authority (ARSE) of Burkina Faso on Wednesday, May 3, 2023. The visit was to afford the delegation an opportunity to understudy the regulatory processes and operations of the Commission. It was also aimed at strengthening the relationship between PURC and ARSE.

The Executive Secretary expressed his gratitude to the ARSE delegation for recognizing the Commission's impact and regulatory efforts within the energy and water sectors as a model utility regulator to be understudied. He assured the team of the full cooperation of the Commission in ensuring they have fruitful discussions. In all, the team had the opportunity to learn about the Commission's regulatory processes, namely; the overview of the Commission, tariff setting and methodology, quality of service monitoring, consumer complaints processes

and stakeholder management as well as operational activities of the Commission. The delegation was led by Mr. Jean-Baptiste KY, the Chairman of ARSE Regulatory Council and accompanied by Mr. Sanon Leonard and Mr. Ouedraogoo Sidbewinde Ahmed Yachine, all members of the ARSE Regulatory Council.



PURC Management and Staff with the Delegates from Energy Sector Regulatory Authority, Burkina Faso

Study Visit by Three Liberian Energy Sector Institutions

The Commission on Thursday, June 8, 2023, hosted a delegation from the Liberian Electricity Regulatory Commission, Liberia Electricity Corporation, and Ministry of Mines and Energy of Liberia. The visit, which was coordinated by the West African Power Pool (WAPP) was to afford the Liberians an opportunity to specifically learn about the Commission's tariff processes and methodology, and for the purposes of knowledge sharing.



Management of PURC with the Liberian Energy Sector delegates

Exchange Program with Sao Tome e Principe

The Commission hosted a delegation from Sao Tome e Principe under the auspices of the World Bank with the Energy Sector Recovery Program as the local implementing partner and facilitator. The program was intended to provide the delegation an opportunity to understudy the implementation of the Cash WaterFall Mechanism (CWM), which Ghana has been implementing since May, 2020. The Commission, provided details on the CWM, specifically focusing on the structure, successes and lessons learnt post implementation of the CWM in the Ghana energy sector.



PURC Management and Staff in a meeting with the Delegates



PURC Management and Staff in a pose with the Delegates

External Relations

Courtesy Call by the Embassy of Switzerland

A delegation from the Embassy of Switzerland led by the Deputy Head of Mission and Head of Cooperation, Dr. Simone Haerberli paid a courtesy call on the Executive Secretary and Management of PURC. The purpose of the visit was to explore areas for collaboration and determine the Commission's direction in the areas of renewable energy, mini-grids, the state of net metering; and capacity support needs, especially partnering with the Commission on

programs run at CEPUR. The delegation also used the opportunity to seek clarity on the rationale for the quarterly tariff adjustments and steps taken to address distribution losses of the electricity distribution utilities.

The Executive Secretary expressed his gratitude for the gesture and acknowledged the support of the Embassy to the Commission over the past years. He also stated that the Commission is open to collaboration with the Embassy to assist in the areas of research and capacity development on emerging technologies within the renewable energy sector.



Management of PURC in a meeting with officials from the Embassy of Switzerland

Working Visit by TetraTech Inc

The Executive Secretary hosted a delegation from TetraTech Inc., an American consulting and engineering services firm during the month. The delegation sought to understand the opportunities and challenges in investing in the energy sector of Ghana and to find ways in addressing the identified bottlenecks.

As an implementing partner for Development Financial Institutions, TetraTech also proposed assisting the Commission as a technical partner, in building staff capacity especially in the areas of renewable energy and tendering processes, utility-scale storage, and engendering the energy sector.



Executive Secretary of PURC, Dr. Ishmael Ackah with officials of Tetrattech Inc

Meeting with Chemonics International Inc.

The Director for Sustainable Energy Transition Practice at Chemonics International, Mr. Edward Hoyt, also paid a working visit to the Commission. The fact-finding mission was aimed at assessing the impact of USAID's Power Africa initiative from the time of implementation to date, and to seek the views of the Executive Secretary on the areas of focus for Power Africa 3.0 in Ghana and West Africa, going forward.

The discussions centred on the notable successes of Power Africa and the gaps that were not addressed by the programme

Meeting with the World Bank

A delegation from the World Bank paid a working visit to the Commission. The purpose of the visit was to discuss the structure of the Commission's tariff decision under the Multi-Year Tariff Order (MYTO) and the quarterly tariff reviews. The parties also discussed challenges and feedbacks emanating from the implementation of the Multi-Year Tariff Order and the quarterly tariff adjustments and how those issues have been handled.



Management and Staff of PURC in a meeting with the Officials from the World Bank

Introductory Visit by the Chamber of Cement Manufacturers, Ghana

The Commission received a delegation from the Chamber of Cement Manufacturers, Ghana (COCMAG), on Wednesday, May 24, 2023. The meeting, which was requested by the leadership of COCMAG, was to introduce the association to the Commission and to present the concerns of members in relation to the cost of production of cement which they believe is partly as a result of high cost of utilities. In their presentation to the Executive Secretary, the delegation requested the modalities of formally petitioning to the Commission and for consideration of special tariffs for the cement industry. The Executive Secretary advised on the appropriate means of petitioning, assuring the delegation their concerns would be examined for the needed support to be provided.



Executive Secretary of PURC, Dr. Ishmael Ackah with members of the Chamber of Cement manufacturers

Courtesy Call by Global Managing Director of Deloitte and WAEP

A delegation from Deloitte and the USAID-West Africa Energy Program (WAEP), paid a courtesy call on the Executive Secretary on June 14, 2023. The delegation, which was led by the Global Managing Director of Deloitte was to seek the views of the Executive Secretary on how Power Africa can build on its past and current programmes going forward; and how Deloitte and WAEP could provide regulatory support to the Commission.

The delegation also sought to understand the institutional structure of PURC, key achievements, and direction of the Commission in making the energy sector more efficient



Executive Secretary of PURC, Dr. Ishmael Ackah with the Managing Director of Deloitte and WAEP.

Stakeholder Engagements

Joint Meeting with GRIDCo and VRA

The Commission organised a joint meeting with the Ghana Grid Company Limited (GRIDCo) and Volta River Authority (VRA) in response to a request received by the Commission from GRIDCo. The major issue for discussion was for the Commission to determine whether or not GRIDCo or VRA was the entity entitled by law to bill and collect tariffs for Transmission Service Charge 2 (TSC 2). During the meeting, the positions of VRA and GRIDCo, through presentations and oral submissions were given due consideration by the Commission. The Commission subsequently analysed and considered submissions of both parties, and made a written determination on the matter.



Management and Staff of PURC in a meeting with GRIDCo and VRA Officials

Engagement with Ghana Water Company Limited

The Commission engaged the Ghana Water Company Limited (GWCL) in furtherance of the interim directives issued by the Commission to GWCL on complaints received from customers concerning the implementation of the approved 2023 first quarter water tariffs.

The engagement was also aimed at determining the progress made by GWCL in drawing payment plans with industries that had accumulated debts due to the water tariff restructuring.



Management and Staff of PURC in a meeting with GWCL officials

Meeting with GWCL and Guinness Ghana

The Commission engaged representatives of Guinness Ghana Breweries PLC (GGB PLC) and Ghana Water Company Limited (GWCL) as part of efforts to bring finality to the settlement of outstanding debts by GGB to GWCL. The meeting was necessitated as a result of a formal complaint received from GGB PLC on a demand request by GWCL to all industries to pay their indebtedness by April 30, 2023, and the subsequent disconnection of service to the former's premises. The Commission, convened the meeting to discuss, inter alia, the issues surrounding the complaint and to provide guidance in resolving the matter.



Management and Staff of PURC in a meeting with GWCL and Guinness Ghana officials

Monitoring and Investigation

Bulk testing of LONGi energy meters in Tamale

The Commission conducted meter accuracy tests on a sample of LONGi prepayment energy meters installed by NEDCo in Tamale. These tests were necessitated as a result of complaints made by the residents in thirteen communities including Nyankpala, Tuutingli, Buupiela, Kakpayili, Lamashegu, Kpanvo, Nyohini, Doahini, Jisonayili, Sawaba, Kalariga, Dabokpa, and Target.

Following NEDCo's implementation of the approved 2022 major tariff review and 2023 first quarter tariffs, customers within these communities complained of

higher cost of electricity due to the malfunction of LONGi meters. The consumers also added that other consumers using meters such as Hexing are not experiencing the same problem

The Commission sampled seven communities out of thirteen for the meter testing exercise. They include Nyohini, Lamashegu, Nyankpala, Bulpiela, Kpanvo, Jisonayili and Kakpayili

The Commission is currently engaging NEDCo and its consumers to resolve the impasse.



Staff of the Commission investigating the meters in the affected communities

Illegal Connection at Image Classic Hotel, Pokuase

The Commission received a complaint by ECG indicating that, its customer, Image Classic Hotel, was engaged in illegal connection. However, during the technical investigations and the settlement

meeting, ECG failed to establish the alleged illegal connection at the complainant's premises. The complaint has been resolved and the customer has been reconnected to supply.

Research Projects

The Commission embarked on an evaluation survey of its Pro-poor Water projects, which were commissioned during 2019 and 2020 by the Commission in the Bono, Ashanti, Volta, Western, and Central Regions. The objective of this study is to evaluate the economic and social impact of these pro-poor water projects on the beneficiary Communities.

Regulatory Briefs

The Commission produced and published a brief on An Analysis of Ghana's Performance in the Electricity Regulatory Index (ERI) for Africa, which is hosted on the Commission's website. The brief recommends the following:

- Deliberate and urgent steps should be taken

towards ensuring that all regulatory decisions are accessible through online portals and physical engagements

- Regulators (PURC & EC) should make an effort to conduct a Cost-of-Service Study (CoSS).
- There should be synergy between the licensing framework and tariff setting.
- Steps should be taken to develop an electricity sector law for the country

The Regulatory Briefs have been published on the Commission's website at:

<https://purc.com.gh/categ/reports/subcategories/research-work-reports>

REGULATORY WORD SEARCH PUZZLE

W	E	L	L	D	O	N	E	W	N	Y	V	T	E	M
M	U	E	C	O	N	S	U	M	E	R	S	X	L	S
N	K	V	R	F	O	H	B	Y	T	U	K	R	E	K
S	E	J	I	I	S	N	V	N	Z	S	K	D	C	I
J	A	U	U	X	L	L	I	I	W	S	R	F	T	Q
H	E	G	F	B	Y	A	X	W	N	E	U	O	R	R
G	C	P	A	X	L	P	T	O	T	Y	C	T	I	P
Y	X	F	C	P	Z	A	I	A	V	V	R	C	C	M
G	W	V	M	G	R	T	W	J	G	O	D	G	I	B
R	V	O	Y	I	A	S	E	I	T	I	L	I	T	U
E	C	W	F	L	B	C	S	I	Z	W	F	J	Y	D
N	N	F	U	G	N	C	N	Z	O	G	N	M	E	V
E	N	G	D	T	K	O	I	C	O	R	N	Q	F	J
H	E	Q	Z	E	M	J	A	R	G	J	I	C	J	B
R	K	B	M	Z	W	Z	E	R	R	B	L	J	B	S

Can you find the following words in the puzzle?

- COMPLAINT
- ENERGY
- REGULATION
- WATER
- CONSUMERS
- GAS
- TARIFF
- ELECTRICITY
- MONITOR
- UTILITIES

25 YEARS OF INDEPENDENT UTILITY REGULATION: PERSPECTIVE ON A BALANCING ACT

**Maame Esi Eshun (Executive Secretary's Secretariat)
Nii Amui Oblitey (Energy Services and Performance Monitoring)**

Twenty-five years in the life of any organization is no mean achievement. That is why the 25th anniversary of the Public Utilities Regulatory Commission (PURC) calls for celebration by consumers of water, natural gas and electricity, whose lives are somewhat impacted by the operations of PURC. This is because the actions and inactions of the Commission have always influenced the consumption and payment outcomes of utility services by consumers.

Reflections on the Regulatory Path

Born out of the energy sector reforms undertaken by the first government of the fourth republic during the early nineties, the PURC has taken centre stage in the economic and quality of service regulation of water, electricity and natural gas transmission.

Over the period of its rather short existence, the PURC has carved a niche for itself among regulatory institutions in Ghana and Africa. From its humble beginnings of jostling for space in the already crowded energy sector, to positioning itself among the top-five electricity regulatory institutions in Africa, this notable progress attests to the efforts made by the PURC in the implementation and strengthening of good regulatory practices.

Indeed prior to the inception of the PURC, self-regulation by public utilities, with its attendant problems of inequity and self-accounting were the order of the day. Against this backdrop, the PURC showed a lot of promise right from its establishment in

1997 by quickly developing, within a year, regulatory templates for the review and approval of Ghana's first ever independently approved tariffs. This eventually became the first in Sub-Saharan Africa.

Since then, the PURC has forged ahead and in the 25 years of its existence, has carried out approximately 13 major tariff reviews, 25 quarterly tariff adjustments and net metering tariffs for renewable energy sources. This is in addition to approving the tariff components of several independent power producers' power purchase agreements that ensured that the country was carefully steered through the difficult days of rolling blackouts popularly called 'dumsor', by the introduction of rapidly deployed emergency power plants.

This feat gives credence to the saying by our elders that a chick that will grow into a rooster can be spotted the very day it hatches.

Twenty-five years of independent regulation, whilst calling for the celebration of some of these few achievements mentioned, equally calls for a deep introspection and evaluation of the lessons learned, and milestones chalked, as the Commission steers the regulatory path to achieve the vision of being a leading world class regulatory institution.

Charting the regulatory course has required dexterity of the Commission in navigating the intricacies of competing interests of the regulated utilities and the consuming public throughout its 25-year journey. The rest of this article expounds on this intricate function of the Commission.

Navigating the Delicate Path of Balancing Interests

At its most basic level, the PURC has the unenviable statutory obligation of playing an independent balancing role of the interests of public utilities and consumers. This means balancing the often-competing needs of consumers and utility service providers, alongside other functions, such as addressing the sustainability and viability of utilities through the approval of cost-reflective tariffs, ensuring good quality of service and efficiency, and reduction of losses by the regulated utilities.

It is often a challenge, however, for the Commission to strike a balance between the competitiveness of utilities and the interest of consumers. This is because the Commission has to cater to the interest of all parties involved in the electricity supply chain (from electricity generation, transmission, and distribution, and natural gas providers), the water sector, as well as the end users in both sectors. While the Commission has to ensure that the regulated utilities get a decent electricity tariff, it also has to ensure that consumers are fairly cushioned against tariff hikes so that consumers do not suffer unduly from unpredictable tariff increases. Practically attaining this equilibrium, while maintaining and attracting investments into the regulated sectors, and ensuring consumer protection, has been an arduous task for the Commission these past 25 years.

This balancing act of the Commission seems to be a typical case of Pareto optimality – where

it is impossible to make one party better off without worsening the other. That is, it is not possible to make all parties involved satisfied. Thus, pacifying the needs and ambitions of all stakeholders is a relentless job the Commission has grappled with throughout its 25 years of existence.

Each stakeholder group – utilities and consumers – has potentially conflicting interests. For example, utilities strive to maintain and invest in new capital-intensive assets while seeking high returns, in the face of rising cost of operations – inclusive of rising prices of inputs due to inflation, volatilities in exchange rates, and crude oil and natural gas prices. Consumers, conversely, want reliable and quality utility services at low prices, amidst rising utility bills and a stagnant income. The Commission on the other hand, has always ensured that both utilities and consumers uphold their obligations at a certain approved rate of tariff. The utility has the obligation to provide quality and reliable service under the approved tariffs, whilst consumers have an obligation to pay for the service to ensure the financial viability of the utilities.

An Alternative Perspective

Only in the narrow view can the interests of these stakeholder groups legitimately be seen as conflicting. In a broader sense, the interests of utilities and consumers are identical. But what are the elements of the broader perspective? A prosperous consuming public is necessary for the continued expansion, sustainability and operations of utilities. This means that rates and charges must be kept within the purchasing power of consumers,

if utilities are to optimize the use and expansion of utility services and infrastructure. Nevertheless, adequate and efficient utility services can only be provided in accordance with consumer needs, with adequate returns to assure business continuity. This broader view, the Commission has undeniably made efforts to effectuate, although not without the usual backlash irrespective of the direction of the approved rates.

The Commission has projected the broader view, to a larger extent, through adherence to public interest values to ensure efficient functioning markets. In instances where the Commission tilts towards the interest of one stakeholder group, the consequences are dire for the economy. How so?

Consider the argument for high electricity tariff which is important to ensure energy supply security. This nonetheless, reduces the affordability margin of electricity to consumers. As such, consumers may resort to inefficient and unsafe alternative energy sources, power theft, and nonpayment of bills. These result in losses to the utilities with adverse implications on their revenues. When utilities do not get the required revenues, the result is shortfalls in electricity supply (load shedding, dumsor) which leads to low productivity and job losses. These further trickles down to the economy by slowing down economic growth.

Conversely, although low electricity tariffs are welcomed by consumers, the associated revenues accruing to the utilities may not fully cover their cost of production, to enable investments and maintenance of critical infrastructure needed to ensure reliability and security of supply.

The outcome is rolling blackouts with its typical ramifications.

Thus, it is not in anybody's interest to keep tariffs low or high. Rather, finding the equilibrium is indispensable to the general welfare. This means the Commission would always be caught between cost recovery and affordability, if tariffs are not examined and approved in the interest of the common good.

A Forward-Looking Balancing Act

In anticipation of what lies ahead in the next 25 years, the Commission would have to deal with the complexities of regulation in a fashion that will align the competing interests of each stakeholder group, but to the end that the common or public interest will best be served. This means that the long-term sustainability of the regulated sectors, as well as guaranteeing customer satisfaction, would depend on looking beyond the short-term interests of each group. Thus, a circumvention of the narrow perspective, which depicts the immediate self-seeking interest of utilities and consumers, and pursuing the broader perspective. Essentially, the balancing act would require bringing the public interest into a sharper focus, while strengthening the regulatory effectiveness and authority of the Commission. Interesting years ahead, indeed!

Disclaimer:

The views, thoughts, and opinions expressed in this article are solely those of the authors and do not represent the views or positions of the Commission

Public Education



Field investigations into a breaker blast at NEDCO Berekum substation



Education with Staff and students of SDA Senior High School, Sunyani



PURC staff educating members of SME's on tariff at Fumbisi



Education with staff and students of Zuarungu Nursing Training College



Public Educaiton a Adomanu Community



Public Engagement at Manso Konyinase

Our Contacts

HEAD OFFICE

2nd Floor Olympic Committee Building
No. 53, Liberation Road, Ridge
P. O. Box CT 3095 Cantonments, Accra
Digital Address: GA-052-9469
Tel: (233-302) 244181-4
WhatsApp: (233-558) 082547
Email: info@purc.com.gh
Website: <http://www.purc.com.gh>

GREATER ACCRA REGIONAL OFFICE

Ground Floor, GNAT Heights
Opposite Zenith Bank, Liberation Road
Tel: (233-302) 240046
WhatsApp: (233-540) 126201

KUMASI

1st Floor Cocobod Jubilee House
P. O. Box 1001, U.S.T
Kumasi, Ashanti Region
Tel: (233-322) 037510
WhatsApp: (233-540) 126202

TAKORADI

2nd Floor, GPHA Credit Union House
Behind Bank of Ghana
P. O. Box AX 1985
Takoradi, Western Region
Tel: (233-312) 024010
WhatsApp: (233-540) 126203

TAMALE

1st Floor, NCA Building
Opposite Regional Coordinating Council,
P. O. Box TL 1870
Tamale, Northern Region
Tel: +233-372) 026380
WhatsApp: (233-540) 126204

KOFORIDUA

Galloway, Near Jubilee Park Koforidua
P. O. Box KF 2781
Koforidua, Eastern Region
Tel: (233-342) 020770
WhatsApp: (233-540) 126205

HO

1st Floor God is Great Building
P. O. Box HP 1373
Ho, Volta Region
Tel: (233-362) 028607
WhatsApp: (233-540) 126206

SUNYANI

Plot 15/16 South Industrial Estate
Sunyani Magazine
P. O. Box SY 1003
Sunyani, Bono Region
Tel: (233-352) 021651
(233-352) 021653
WhatsApp: (233-540) 126207

CAPE COAST

First Floor Data Bank Building
Tantri Road
P. O. Box CC 453
Cape Coast, Central Region
Tel: (233-332) 137926
WhatsApp: (233-540) 126208

WA

2nd Floor Stanbic Bank Building
Opposite Societe Generale
P. O. Box 445
Wa, Upper West Region
Tel: (233-392) 024275
WhatsApp: (233-540) 126209

BOLGATANGA

Ground Floor, NCA Building, Opposite the
Regional Hospital - Bolgatanga
P. O. Box BG 273, Bolgatanga
Bolgatanga, Upper East Region
Tel: (233-382) 024524
WhatsApp: (233-540) 126210

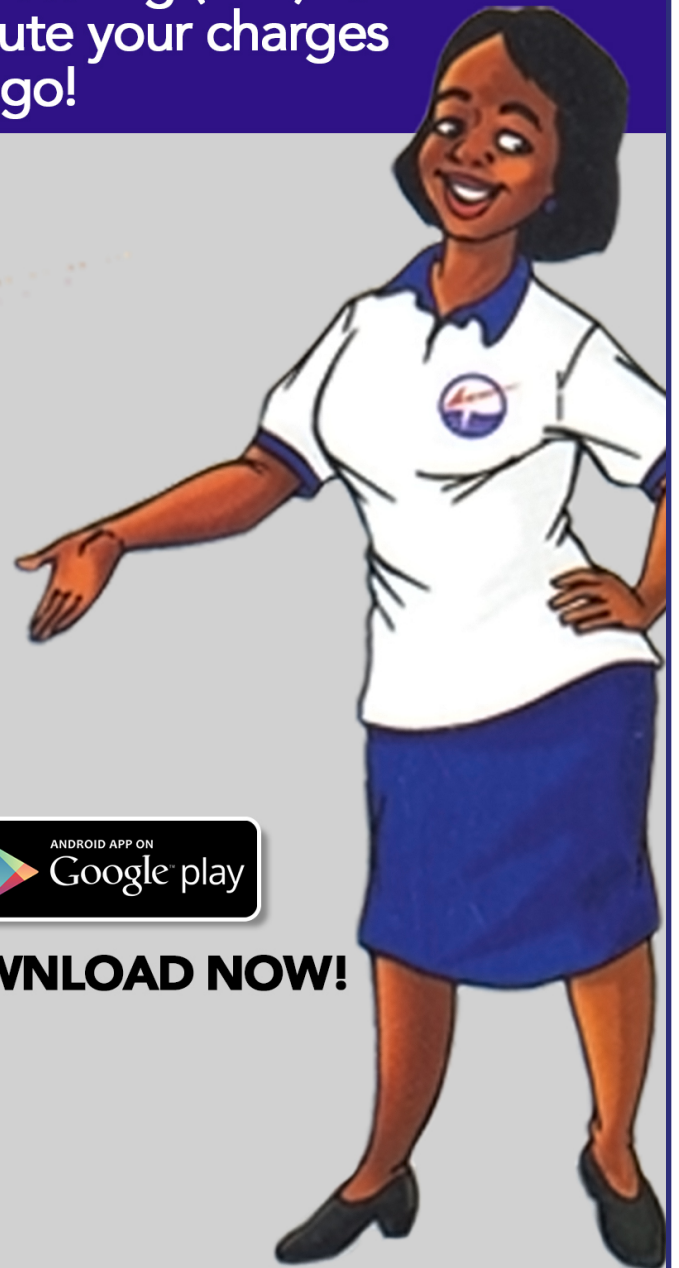
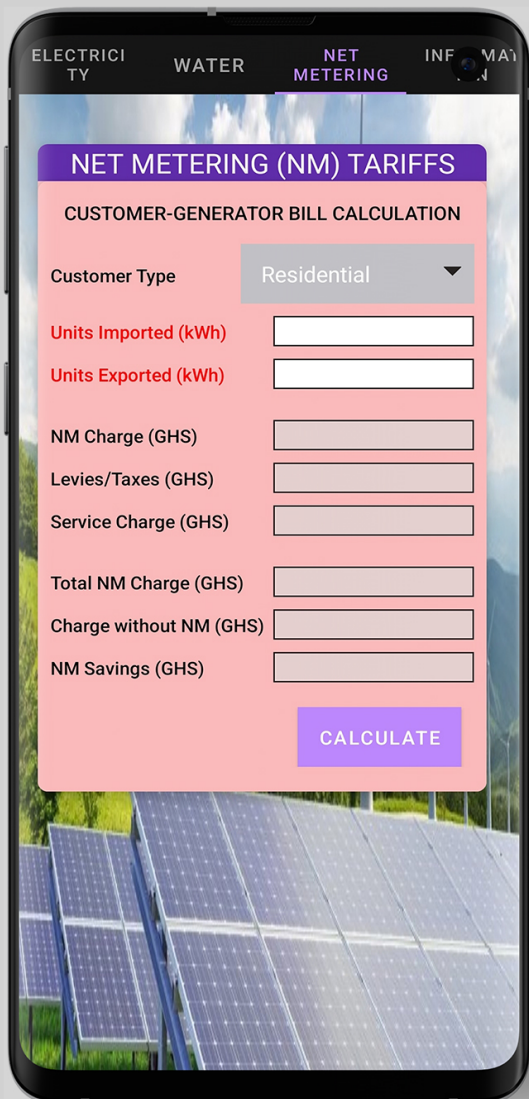


PUBLIC UTILITIES REGULATORY COMMISSION (PURC)

"PURC TARIFF RECKONER"

Mobile App

Access the new Net Metering (NM) Tariff Reckoner and compute your charges on the go!



DOWNLOAD NOW!



PUBLIC UTILITIES REGULATORY COMMISSION (PURC)

"ELECTRICITY CONSUMPTION ESTIMATOR"

Estimates your monthly electricity consumption both in kWh and in GHS using the PURC Gazetted Tariffs



Customer Type: Residential

Diversity Factor (%): 100% Apply

Monthly Electricity Consumption (kWh): 0.6

Monthly Cost of Electricity (GHS): 2.54



LED Bulb

Appliance Rating (W):

Duration of use (h):



Iron

Appliance Rating (W):

Duration of use:

Visit our website or the link below to access the application
www.purcghapp.com/tariffCalc.aspx

