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To: All Media Houses
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PRESS RELEASE

IMPLEMENTATION GUIDELINES ON COVID – 19 ELECTRICITY RELIEF FOR LIFELINE CUSTOMERS

Following the President of Ghana's directive, the Government of Ghana (GoG) is to absorb 100% electricity bills for lifeline residential customers (customers who consume between 0-50kWh) per month, from now till the end of the year (July – December, 2020).

We wish to outline the implementation guidelines as follows:

Lifeline customers on both prepaid and postpaid metering systems will realise their relief effective August, 2020 to January, 2021.

Lifeline Prepaid Customers

- Customers on **smart prepaid meters** will be automatically credited each month with their free lifeline units.
- Customers on **non-smart prepaid meters** will have to visit their vending points to recharge in order to receive their free lifeline units for each month.

Lifeline Postpaid Customers

- With regards to postpaid lifeline customers, their bills from August 2020, will indicate the GoG absorption of their lifeline consumption.

Management wishes to assure lifeline customers and stakeholders that it is resolved to implement this directive to the letter. Customers are advised to contact ECG District offices with any challenge for a resolution.

For further information please contact ECG call centre (**0302 611611**), or our social media handles (**@ECGghOfficial**).

END.

Kwame Agyeman-Budu
Managing Director