

INSPECTORATE DIVISION

REPORT ON INSPECTION OF ECG OPERATIONS IN VOLTA REGION -JUNE 2012

FACILITIES INSPECTED : Electricity Company of Ghana, Volta Region Operations, Ho District Operations, Kpando District Operations and Hohoe District Operations

DATE OF INSPECTION : 28th May to 1st June, 2012

PURPOSE OF INSPECTION : Determination of compliance with LI 1935 as relates to outage frequency and duration, and timelines of completing new service connections

1.0 REPORT SUMMARY

KEY FINDINGS

1. MANUAL OUTAGE REPORTING SYSTEM IN PLACE

The ECG Volta Region operates a manual outage reporting system, whose credibility depends on the level of diligence with which the input data is provided.

Records inspected indicate a reasonable level of diligence in collating the reports. Comparison between data submitted to the EC and the monthly Tech Reports from the District however revealed some major discrepancies. Specifically, Monthly Technical Reports examined at the District level for January, February and March indicated that there were occurrences of outages from GRIDCO, however the 1st Quarter Performance Report received from ECG did not capture these outages from GRIDCO. This omission therefore makes the Report incomplete.

Recommended Action

Management of ECG should explain the cause/source of this error.

2. Excessive Outages in Kpetoe- Ho District

An extremely high incidence of outages was recorded on the feeders serving Kpetoe. For the first 29 days of May 2012, Kpetoe alone had 25 outages culminating 10.75 lost hours. This exceeds the total number of outages permitted in the year by LI 1935.

Comments/Explanation by Volta Regional Director:

“On the 33kV Ho-Kpetoe feeder where 25 outages were recorded with total outage duration of 10.75 hours indicated was as a result of shattering of the pin and strain porcelain insulators on the main line as well as all the long tee-offs constructed recently by China International Water and Electric Corporation (CWE) to several communities under the Rural Electrification Program of the Ministry of Energy (MoEN).”

“Management of Electricity Company of Ghana (ECG) has approved the replacement of porcelain insulators with polymeric insulators on the Ho-Kpetoe portion of the interconnected Kpetoe-Dzodze 33kV feeder as per the attached Photostat copy of the handing over of the project for implementation memo date 16th July, 2012 with reference No. Po/301/Mo’12/381 issued by Ag. Divisional Manager (DM) Design. It is worthy to note that the contractor Messrs Philmaboat has signed the contract document and is mobilizing to move to site.”

Evaluation of Response:

The response given provides a reasonable explanation of the outage level observed. Whilst the outages that occurred far exceed the number and duration of outages allowed in the regulations, it does not appear that ECG could have prevented these outages from occurring.

Recommended Action:

As ECG appears to be taking prompt action to address the cause of these outages, no punitive action is recommended to be taken as a result of these outages, provided that ECG is willing to enter into a performance bond relating to this feeder. In this performance bond, ECG would guarantee both the timing of implementation of the remedial action, and a minimum level of service quality improvement. Failure to deliver on these guarantees would lead to the automatic imposition of pre-defined punitive sanctions on ECG by the Energy Commission. It is also recommended that the Kpetoe feeder be flagged for enhanced monitoring by the Technical Regulation Division of the Energy Commission, to confirm that outage frequency and duration is reduced as a result of the project planned.

3. Excessive Outages in Sokode Matse - Ho District

An extremely high incidence of outages was recorded on the feeders serving Sokode Matse. For the first 29 days of May 2012, 14 outages were recorded leading to lost hours of 4.75hrs. This exceeds the number of outages permitted in the year by LI 1935.

Comments/Explanation by Volta Regional Director:

“The 11kV feeder serving Sokode Matse where 14 outages were recorded with total outage duration of 4.75 hours indicated was mainly due to schedule bush clearing activities on the feeder as well as the intermittent shortage of power generation by VRA and GRIDCO which resulted in ECG being compelled to administer load shedding to our valued customers.”

“With the completion of the first phase of vegetation control on the above mentioned feeder and the improvement of power generation by VRA and transmission by GRIDCO, the outage statistics is now within the Electricity Supply and Distribution (Standards of Performance) Regulations, 2008 L.I. 1935.”

Evaluation of Response:

Weekly System Reports submitted by ECG to the Commission for the period under consideration (i.e. Weeks 18, 19, 20, 21 and 22) indicate 14 fault outages of total duration 2.13hrs (as opposed to the 4.75hrs captured during inspection) and 3 planned outages. This report contradicts the

explanation provided by the Regional Director who classified all the outages as planned outages and load shedding. The explanation provided is therefore considered unsatisfactory.

Recommended Action:

It is recommended that the sanctions indicated in L.I. 1935 be applied to ECG for this breach of the regulations.

4. Period for new service connection in excess of maximum time specified in regulations

It was observed that during the month of April, new service connections in the Ho District took an average of 12 working days and in the month of February in Hohoe District, new service connections took an average duration of 22 working days to be completed. The District Managers from Ho and Hohoe Districts (Mr. Robert Amewuda and Mr. Stephen Dodiah) indicated that these delays were due to shortage of meters.

Comments/Explanation by Volta Regional Director :

“In view of the extensive rural electrification projects being undertaken by the Government of Ghana (GOG) through the Ministry of Energy (MoEn) and the Electricity Company of Ghana (ECG) under the China Water SHEP 4 phase two project and GEDAP intensification project in Volta Region in general and Ho and Hohoe districts in particular, there was the need to capture those installed meters for billing to prevent the situation where our prospective customers do not receive their first bills on time.”

“As a result, the districts could not submit their new service connection installed meters returns on time to enable them get new meters from the Regional Stores.”

“After the setting up of all our cherished customers on the CBIS and subsequent delivery of bills to them, the temporal delay in meeting the mandatory requirements of new service connections has improved to compliance level.”

Evaluation of Response:

The explanation provided does not absolve ECG from responsibility for the delay in connecting applicants who had made the required payment. The response given rather indicates that the provisions of LI 1935 were violated due to an inability of ECG to effectively manage its operations.

Recommended Action:

It is recommended that this breach be referred to the PURC for imposition of the appropriate sanctions on ECG for this breach of compliance with the regulations.