

## A. SEPARATE METER

A separate meter may be provided upon a request from a customer living in a multi-family dwelling whose average monthly consumption is at least 300kWh.

Existing customers who require a separate meter will have to obtain and complete the ECG application form at GH¢2.00 only.

The form can be downloaded from the ECG website. The fee of GH¢2.00 is payable when the completed form downloaded from the website is submitted at the ECG office.

## B. SHEP / GOG PROJECTS

ECG Service Application Form is available at a cost of GH¢2.00 only. The forms are available at the nearest ECG District Offices or Customer Services Centres.. The ECG Marketing Officers may also make them available to the community during durbars.

## C. ADDITIONAL INFORMATION

Both existing and prospective customers are to ensure that they obtain ECG receipts for the full amounts they pay for any service officially rendered to them.

All requests for New Service Connection or separate meter should always be directed to the Customer Relations Assistants who are officially authorized to handle such issues.

Avoid the use of Middlemen and when in doubt, check the name and staff number of the staff or request to examine his or her ID Card.



**ELECTRICITY COMPANY OF GHANA**

Any complaint or problems encountered may be directed to the ECG District Office that serves your area or call the ECG Contact Centre.



**0302 611611**

**SERVICE  
connection**  
IN **3** EASY  
STEPS

Prepared by:  
Sales & Marketing Division  
Electricity Company of Ghana  
Tel: 0302-233544

# Application

## FOR NEW SERVICE / SEPARATE METER / SHEP / GOG PROJECT

### STEP 1

#### GENERAL REQUIREMENTS:

- ▶ Any prospective customer who requires electricity supply should contact the Customer Relations Assistant (CRA) at the Electricity Company of Ghana (ECG) District Office.
- ▶ Supply Application form can be obtained at GH¢2.00 only, at the District Offices or Customer Services Centres. Alternatively, the form can be downloaded from ECG's website ([www.ecgonline.info](http://www.ecgonline.info) / [www.ecgsupplyservices.com](http://www.ecgsupplyservices.com)). Payment of GH¢2.00 only, should be made during submission by those who download from the website.
- ▶ Customers' electrical installation and maintenance should be carried out by licensed electricians in accordance with the prevailing wiring regulations. Please demand and inspect the license issued to him by ECG.
- ▶ The prospective customer will be required to submit to the Customer Relations Assistant (CRA) the following documents:
  - A completed ECG Supply Application Form.
  - An Installation Completion Certificate duly completed and signed by the licensed electrician who undertook the wiring of the customer's house or premises.

- The original and photocopy of applicants identification (National ID / Passport / Voters ID / Driver's License).
- The original and photocopy of applicant's site plan.

### STEP 2

#### PROVISION OF QUOTATION OR ESTIMATES

- ▶ An inspection team will visit and survey the site for information that will be needed for the provision of a quotation or estimate.
- ▶ If the necessary conditions are satisfied, the quotation for the cost of electricity supply to your premises will be ready within:
  - 3 working days, if a supply line already exists
  - 5 working days if the service connection requires a supply line extension of up to 2 poles.

A request for electricity supply that involves more than 2 poles, however, is considered as a development project that will require engineering studies.

In such a case, the service connection may or may not be undertaken depending upon the results of the engineering studies.

### STEP 3

#### ELECTRICITY SUPPLY CONNECTION

Subject to the full payment of the quotation by the prospective customer, we undertake to provide the electricity connection within the following periods:

- 3 working days, if a supply line already exists
- 10 working days if the service connection requires a supply line extension of up to 2 poles
- ▶ The approved costs for the various types of service connection are provided below for the guidance of prospective customers:

S/NO.	TYPE OF SERVICE	APPROVED CHARGES GH¢	
		1 - Phase	3 - Phase
1	Straight Service	300.00	600.00
2	1 – Pole Extension	1,500.00	2,400.00
3	2 – Pole Extension	2,600.00	4,200.00
4	Separate Meter	80.50	172.50
5	SHEP / GOG Projects	0.58	1.16
6	Additional Load	400.00	