



ELECTRICITY COMPANY OF GHANA LTD.



Do you
HAVE A
Problem?
CALL OUR



Contact Centre
0302 611 611

Operating hours: 6:00AM - 12:00AM each day



Contact Centre

This is a centralized facility that handles communication with customers by telephone.

The Contact Centre telephone number is **0302-611611**.

Customer complaints are logged, treated and assigned to the appropriate staff using computerized technology. Pending complaints remain ticketed until they are finally resolved.

Planned maintenance activities are generally logged at the Contact Centre, so that customers who call to complain of this experience are informed about when power will be restored.

If you call to report a fault, complain about a service, make enquiries or give information, please provide any or some of the following:

- ▶ The Account Number of the premises to which the problem you are reporting relates
- ▶ A number printed in red on the ECG service pole which serves the premises
- ▶ A popular landmark in the area
- ▶ Your personal telephone contact number

In particular if you call to complain about your bill, it will be essential to give the Account Number on the bill.

If you also come across any of the following:

- ▶ Sparks on the line
- ▶ Poles and conductors lying on the ground or hanging/tilting dangerously
- ▶ Exposed cables or electrical wires,

In each of the above cases please quote the number printed in red on the ECG pole nearest to the scene

ECG-your ally in the nation's socio-economic development!

Contact Centre