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| To: | All Media Houses |
| From: | Head of Communications / PR |
| CC: |  |
| Date: | 26th March, 2020 |
| Contact: | Stanley Martey, 0244336180, 0264336180 |
| **Subject:** | **GWCL INTRODUCES NEW METER READING REGIME DUE TO CONVID-19** |

The Management of Ghana Water Company Limited, has introduced a temporary billing regime to bill our customers on an average of their last three months consumption. Thus, all GWCLs customers will for the next few months, be billed on an estimated consumption, based on an average of their consumption from January to March 2020.

This has become necessary so as to reduce the frequency of visits by our Meter Readers to the premises of customers in order to reduce the spread of the covid-19 pandemic (“The virus doesn’t move, People move it. We stop moving, the virus stops moving”)

Management assures our customers that, when the situation normalizes, meter readings by our Meter Readers will resume and all anomalies will be rectified. In effect, if you have consumed more or less than you have been billed over the period, it will reflect in the meter readings, and subsequently be corrected by the billing system.

Management wishes also to advise customers that, although all offices of the GWCL remain open during this period, customers are encouraged to pay their bills via Mobile Money with all the telecommunication networks. Customers can also call or whatsApp the call center 24/7 on 0555123393, 0555155524, 0207385088, 0207385089, 0207385090 for assistance.

The cooperation of the general public is greatly appreciated.

***For further enquiries and interviews, please call Stanley Martey on 0244336180.***