

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
(EWURA)**

COMPLAINT NUMBER. SN.71/135/115

EMMANUEL MAPOLU ON BEHALF OF JM HOTELS LTD.....COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

SETTLEMENT AWARD

*(Made by the EWURA Board of Directors through its Circular Resolution No. 8
of 22nd June, 2021)*

1.0 Background Information

On 29th March 2021, the Energy and Water Utilities Regulatory Authority (“the Authority”) received a complaint from Mr. Emmanuel Mapolu on behalf of JM Hotels Ltd of Kinondoni, Dar es Salaam City (“the Complainant”) against Tanzania Electricity Supply Company (TANESCO) (“The Respondent”). The Complainant is complaining on incorrect billing that was wrongly debited to the Complainant’s meter.

The Complainant claims that in June 2018, he received a bill worthy TZS 2,093,689.33 belong to Miss Anna E. Mrema contrary to the Complainant Meter number. Despite all efforts made to settle the matter, the Respondent continued debiting the Complainant meter after every electricity purchase made until the Respondent recovered all the money.

The Complainant filed this complaint praying for orders that, the Respondent be compelled to refund all the money in terms of electricity units worthy TZS 2,093,689.33 that was wrongly debited from the Complainant meter account;

Upon receipt of the complaint, on 6th April 2021, the Authority wrote to the Respondent instructing them to present their defense to the complaint in terms of Rule 6 (1) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN No. 428/2020.

On 29th May 2021, the Respondent filed its defense and insisted that the debt is a valid debt and prayed that the Complainant be compelled to pay.

First Mediation meeting involving both parties was conducted on 28th May 2021 at EWURA Eastern Zone Office. The meeting was adjourned on a request from the Respondent to be given 21 days to verify the authenticity of the debt. Parties agreed.

A second mediation meeting was held on 14th June 2021 at EWURA Eastern Zone Office where the matter was settled on the following agreement:

- a) the Respondent shall waive the alleged bill and refund the Complainant electricity units worthy TZS 2,093,689.33; and
- b) that, the units were loaded to Complainant meter on Friday 11th June 2021.

The agreed terms were reduced into writing as required by Rule 14 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 428/2020 and contained in the Settlement Form.

2.0 Decision:

The parties have reached an agreement and, pursuant to Rule 14 (5) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 428 of 2020, the said agreement is registered as an award of the Authority. Each party shall bear its own costs.

GIVEN UNDER THE SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 22nd day of June, 2021.



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GERMANA QORRO

For: **SECRETARY TO THE BOARD**