

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

COMPLAINT NUMBER. SN.71/472/67

FRANK SAMWEL MANG'ERA.....COMPLAINANT

VERSUS

**DAR ES SALAAM WATER AND
SEWERAGE AUTHORITY.....RESPONDENT**

SETTLEMENT AWARD

*(Made by the Board of Directors of EWURA through its Circular Resolution No.
5 of 10th May, 2021)*

1.0 Background Information:

On 2nd February 2021, the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") received a complaint from Frank Samwel Mang'era of Loliondo Kibaha, Coast ("the Complainant") against the Dar es Salaam Water and sewerage Authority ("DAWASA") ("the Respondent"). The Complainant is complaining against unlawful disconnection of water supply services by the Respondent at his premises.

The Complainant states that on 27th January 2021 the Respondent's employees arrived at the Complainant's resident and disconnected water supply service contrary to the law. The Complainant states further that the water bill was sent to him on 25th January 2021 around 12:45 pm. The Complainant explained that he tried to convince the Respondent's employees

not to disconnect the service and that he would pay the bill on that day after working hours but they did not listen. The complainant continues to state that upon returning home from work he paid his bill and requested the Respondent to restore water supply services but it took up to three days to restore the service.

Therefore, the Complainant decided to file this complaint to the Authority requesting for orders to compel the Respondent to respect his rights, to train their employee to follow the procedures, and to have good customer care to their clients.

Upon receipt of the complaint, on 9th February 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 16th March 2021, the Respondent filed its defense and acknowledge receipt of the summons of the Authority and that after receipt of the complaint they tried to find out the truth about the Complainant's complaint. The Respondent explained further that they found out that the Water service to the Complainant's premises was disconnected by mistake hence the Respondent apologizes to the Complainant and promises that the mistake will not happen again and always they will maintain good customer service to all customers.

Mediation meeting involving both parties was conducted on 23rd April 2021 at Njuweni Hotel Kibaha, Coast Region. The matter was settled on the agreement that the Respondent will write an apology letter to the Complainant.

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 10th day of May, 2021.



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KAPWETE LEAH JOHN
SECRETARY TO THE BOARD