

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

COMPLAINT NUMBER: QN.71/474/81

GRACE JONAS MOTIKA COMPLAINANT

VERSUS

**ARUSHA WATER SUPPLY AND
SANITATION AUTHORITY (AUWSA)..... RESPONDENT**

SETTLEMENT AWARD

*(Made by the Board of Directors of EWURA through its Circular Resolution
No.7 of 3rd June, 2021)*

1.0 Background Information

On 24th March, 2021, Ms. Grace Jonas Motika of Naurei Street, Sekei Ward in Arusha City (“the Complainant”) lodged a complaint at the Energy and Water Utilities Regulatory Authority (“EWURA”) (“the Authority”) against the Arusha Urban Water Supply and Sanitation Authority (AUWSA) (“the Respondent”) complaining about the delay by Respondent in connecting the Complainant’s premises located at Naurei Street, Sekei Ward in Arusha City to sewerage service.

The Complainant claims that when the Respondent conducted survey for the sewer service connection in her street they did not register her residence in the list of beneficiaries. The Complainant further claims that thereafter, the Respondent connected all her surrounding neighbours while the sewerage supply line and chamber is just in front of her house. The Complainant states that during the installation of sewer service she was informed by the Respondent’s staff that her name is not on the list of

beneficiaries of the pilot project. The Complainant further states that in October 2020 she submitted her complaint to the Respondent but no action was taken on the matter. Consequently, the Complainant filed a complaint with the Authority prayed that the Respondent be ordered to connect sewerage service at her premises since she deserves as well to benefit from the pilot project.

Upon receipt of the complaint, on 29th March 2021 the Authority ordered the Respondent to submit its defense to the complainant within twenty-one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, G.N. 428/2020.

On 23rd April 2021, the Respondent wrote to the Authority and stated that the Complainant is their customer within Arusha City. The Respondent acknowledged that there is a pilot project funded by African Development Bank (AfDB) which benefited sampled residents. The Respondent stated that the sampling criteria was administered by the Ward Executive Officers who submitted the list of selected names which they used during the installation of sewer services. The Respondent informed the Authority further that the pilot project benefits a certain number of customers/residents who agreed to the installation of sewer services. The Respondent further informed that the Complainant is required to apply for the sewer services and they will inform her the procedures as well as connection costs. Finally, the Respondent urges the Authority to issue an order for the Complainant to adhere to the stipulated procedures for connection to sewer services.

Mediation meeting involving both parties was conducted on 4th May 2021 at EWURA Northern Zone Offices, Arusha where it was agreed as herein below:

- (a) that the Respondent shall connect sewerage service to the Complainant once she fulfils the required procedures of sewer service connection;

- (b) that the Respondent shall provide the required procedures for connection of sewerage service to the Complainant within 4 days from date of this settlement; and
- (c) that the Complainant agrees to adhere to the sewer service connection procedures of the said service from the Respondent.

The agreed terms were reduced into writing as required by Rule 14 (4) of the EWURA (Complaints Handling Procedure) Rules, G. N. 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, G.N. 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 3rd day of June, 2021.



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KAPWETE LEAH JOHN
SECRETARY OF THE BOARD