

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

COMPLAINT NUMBER. GA.71/135/330

JONAS RUBAGUMISA SHUZALY.....COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITEDRESPONDENT

SETTLEMENT AWARD

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

1.0 Background Information:

On 29th April 2021, the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") received a complaint from Mr. Jonas R. Shuzaly of Izigo-Muleba District, Kagera Region ("the Complainant") against the Tanzania Electric Supply Company Limited ("TANESCO") ("the Respondent"). The Complainant is disputing the energy utility debt amounting to TZS 32,218,701.84 allegedly owed to the Respondent, being charges for energy loss caused by meter malfunctioning at the Complainant's business premises from February to December 2020.

The Complainant claims that on 20th November 2020, he received a letter from the Respondent with reference number KG/RM/RPU/63 demanding the payment of TZS 32,218,701.84 as the energy utility debt. The Complainant further claims that the Respondent informed him that the said debt was a

result of meter malfunctioning hence under registering the Complainants actual consumption of electricity resulting into the energy revenue loss of TZS 32,218,701.84. The complainant claims that since he was connected to the electricity services at his business premises, he had never missed to pay all the invoices that were served by the Respondent. Consequently, the Complainant filed this complaint praying for Orders that the Respondent be compelled to waive the debt of TZS 32,218,701.84 from his account.

Upon receipt of the complaint, on 11th March 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 19th March 2021, the Respondent, filed its defense and informed the Authority the following:

- a) that, the Respondent is aware of the problem and acknowledges receipt of the Complainant's complaint;
- b) that, on February 2020 the Respondent replaced the Complainant's meter with a new meter,
- c) as required by law within a year, to conduct inspection for large electricity customers. Therefore, on 20th November 2020 the Respondent conducted an inspection exercise at the Complainant's business premises in presence of the Complainant whereby it was discovered that the Complainant's load capacity did not reflect the amount billed by the Respondent,
- d) that, during the meter inspection exercise it was observed that the Complainant's meter was under registering the Complainant's actual electricity consumption due to errors during meter installation; and
- e) as a result, the Complainant is required to pay revenue loss amounting to TZS 32,218,701.84 being charges for electricity consumed without being paid for.

Mediation meeting involving both parties was conducted on 29th April 2021 at ELCT Bukoba Hotel, Bukoba Municipality, Kagera Region. At the end of the mediation session, the matter was settled and the parties agreed that the Complainant shall pay the Respondent TZS 32,218,701.84 in full settlement of the complaint in twenty-four months (24) at the instalments of TZS 1,342,445.91 per month from 30th May 2021 to 30th May 2023.

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 3rd day of June, 2021.



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KAPWETE LEAH JOHN
SECRETARY TO THE BOARD