

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

**COMPLAINT NUMBER. GA.71/135/329**

**KENNEDY CLAVERY.....COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED .....RESPONDENT**

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**SETTLEMENT AWARD**

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

**1.0 Background Information**

On 1<sup>st</sup> March 2021, the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") received a complaint from Mr. Kennedy Clavery of Kyamzinga-Kagondo, Bukoba Municipal, Kagera Region ("the Complainant") against the Tanzania Electric Supply Company Limited ("TANESCO") ("the Respondent") complaining against the Respondent's alleged construction of an electricity service line across the Complainant's plot located at Kyamzinga Street, Kazongo Ward in Bukoba Municipality.

The Complainant claims that he has been visiting the Respondent's offices to request for the shifting of the electricity service line that passes over his plot several times without success. Consequently, the Complainant filed this complaint praying for Orders that the Respondent be compelled to shift the said electricity line passing over his plot at the Respondent's own costs.

Upon receipt of the complaint, on 2<sup>nd</sup> March 2021, the Authority wrote to the Respondent instructing 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 19<sup>th</sup> March 2021, the Respondent, filed its defense and acknowledged receiving complaints from the Complainant. Moreover, it is true that the Respondent's electricity service line crossed over the Complainant's plot. However, the said service line has already been removed from the Complainant's land.

Mediation meetings involving both parties were conducted on 27<sup>th</sup> and 28<sup>th</sup> April 2021 at ELCT Bukoba Hotel, Bukoba Municipality, Kagera Region. During the mediation sessions, it was observed that the Respondent only shifted the electricity service line but an electrical pole is still there. At the end of the mediation sessions, the matter was settled on the agreement that the Respondent shall shift the said electrical pole by 30<sup>th</sup> April 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 10<sup>th</sup> day of May, 2021.



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**KAPWETE LEAH JOHN**  
**SECRETARY TO THE BOARD**