

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

COMPLAINT NUMBER. SN.71/135/89

HERBERT MUWANGA.....COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

SETTLEMENT AWARD

*(Made by the EWURA Board of Directors through its Circular Resolution No.16
of 27th August, 2021)*

1.0 Background Information

On 9th July 2020, the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") received a complaint from Mr. Herbert Muwanga of Ubungo Kibangu, Dar es salaam Region ("the Complainant") against the Tanzania Electric Supply Company Limited ("TANESCO") ("the Respondent"). The Complainant's claim is against the Respondent's supplementary bill of TZS 3,326,481.87.

The Complainant claims that the Respondent may have confused herself by the names Mrs. A.S Mwanga who owns Account number 51023681 which the supplementary bill is based on, and Account number 221146 owned by Mr. A.S Muwanga. The Complainant also claims to have made several visits to the Respondent's office reporting on the matter but there was no response. Finally, the Complainant filed this complaint with the Authority demanding the Respondent be ordered to compensate the Complainant all deducted

amount starting from December 2019, and to be paid for disturbance from December 2019 to date.

Upon receipt of the complaint, on 9th July 2020, the Authority wrote to the Respondent instructing them to present their defense to the complaint in terms of Rule 7 (1) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN No. 428/2020. On 19th August 2020, the Respondent, filed its defense in which they denied the Complainant's claims and requested him to substantiate the same.

Mediation meeting involving both parties was conducted on 3th September 2020 at the Authority's Eastern Zone office. During the mediation it was noted that the Complainant has already paid to the Respondent the amount of TZS 49,950.50 unwillingly. The matter was settled and the parties agreed on the following terms;

- 1.) that, the Respondent hereby waives the outstanding debt amount of TZS 3,326,481.87,
- 2.) that, the Respondent shall refund the amount of TZS 49,950.50 deducted from the Complainant's account within one week from the date of this settlement; and
- 3.) that, the Complainant hereby waives the demand for compensation for disturbance from the Respondent.


The agreed terms were reduced into writing as required by Rule 14 (5) 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 (4) 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 27th day of August, 2021.



.....
KAPWETE LEAH JOHN
SECRETARY TO THE BOARD