

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

COMPLAINT NUMBER: EWURA/33/1/444

BETWEEN

ABUBAKARI SULEIMAN SAID..... COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY

COMPANY LIMITED..... RESPONDENT

AWARD

*(Made by the Legal and Corporate Affairs Committee of the Board of
Directors of EWURA at its 73rd Meeting held at Dar es Salaam on the 2nd
day of March 2017)*

1.0 Background Information

On 29th November 2016, Mr. Abubakari Suleiman Said of Mihama Kitangiri, Mwanza ("the Complainant"), lodged a complaint at EWURA against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") for delayed electricity connection. The Complainant stated that on 29th July 2016 he paid the sum of TZS 515,617.52 being the costs for service line construction to his house and until 29th November 2016, nothing was done. In an effort to resolve the matter, the Complainant visited the Respondent's office several times but the Respondent did nothing to address the matter. The Complainant requested the Authority to order the Respondent to:

- (a) connect electricity services at the Complainant's premises located at Mihama- Kitangiri in Mwanza; and

- (b) compensate the Complainant for delayed connection as per the Respondent's Customer Service Charter.

After the receipt of the complaint, the Authority summoned the Respondent to submit a defense to the complaint within twenty one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. On 8th December, 2016, the Respondent informed the Authority that:

- (a) it is true that on 6th July 2016, the Complainant paid the Respondent the sum of TZS 515,617.52 inclusive of VAT for single phase connection at his premises;
- (b) it is true that there was a delay in connecting the service to the Complainant's premises due to unavailability of materials required such as electrical poles and wires from the supplier. Customers were notified through phone messages and were requested to wait;
- (c) upon acquiring the required materials, customers are served on the first come, first served basis; and
- (d) there are 57 customers who had already paid for electricity connection since July 2016 and are yet to receive the service due to unavailability of electrical poles and the Complainant is number 54 in the list.

A mediation meeting scheduled on 2nd January, 2017 was held at EWURA Lake Zone Office in Mwanza and the parties agreed on the following:

- (a) that the Respondent shall connect electricity services at the Complainant's house not later than 31st January, 2017; and
- (b) that the Complainant shall withdraw all claims as listed in the complaint form.

The above points of agreement were reduced into writing as required by Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, GN. No 10/2013 and contained in the Settlement Form.

2.0 **Decision**

The parties have reached an agreement and, pursuant to Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10 of 2013, the said agreement is registered as an Award of the Authority. Each party shall bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 2nd day of March 2017.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL