

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

**COMPLAINT NUMBER: EWURA/33/1/416**

**BETWEEN**

**EMMANUEL FABIAN MANYAMA..... COMPLAINANT**

**VERSUS**

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

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**AWARD**

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

**1.0    Background Information**

On 1<sup>st</sup> September 2016, Mr. Emmanuel F. Manyama of P. O. Box 89 Kisesa Wita "B"-Mwanza ("the Complainant"), lodged a complaint at the Energy and Water Utilities Regulatory Authority ("the Authority") against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") for delayed electricity connection. The Complainant reported that on the 2<sup>nd</sup> May, 2016 he paid the sum of 466 ,600.00 being charges for service line and construction cost but since then the Respondent has only delivered an electric pole and nothing has been done on the site. The Complainant prayed that the Respondent be ordered to:

- (a) connect the Complainant with the electricity supply services; and
- (b) pay compensation to the Complainant for the delayed electricity connection.

Upon receipt of the complaint, the Authority ordered the Respondent to submit a defense to the complaint within twenty one days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. On 19<sup>th</sup> September, 2016 the Respondent informed the Authority that:

- (a) it was true that the Complainant had paid connection fee of the sum of 466,496.00;
- (b) it was true that there was a delay in connecting the Complainant with the service which was due to insufficient materials that include electrical poles and wires and that all customers were notified accordingly; and
- (c) upon getting the required materials customers were served on the principle of "first in, first out" and to the moment the Complainant is already connected with the service.

A Mediation meeting scheduled on 4<sup>th</sup> October, 2016 was held at EWURA Lake Zone Office in Mwanza and the parties took note of the fact that the Complainant is already connected with electricity services since 8<sup>th</sup> September, 2016. The parties also took cognizance of the legal duty of the Respondent to improve customer services so that customer complaints can be resolved on time. The mediation session was concluded by the parties agreeing that the Respondent shall install a new transformer and electrical wires at Kisesa Wita "B" which is the area where the Complainant stays in order to improve the quality of electricity in that area.

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 attached Settlement Form.

## **2.0 Decision**

The parties have reached an agreement and, we, under the provisions of Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, GN. No 10/2013, hereby register as the Award of the Authority the agreement

contained in the Settlement Form attached here to. Each party shall bear its own costs in pursuing this matter.

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



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**

