

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

**COMPLAINT NUMBER: GA.71/135/232**

**NEEMA ISAAC MWAKABONGA.....COMPLAINANT**

**VERSUS**

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

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**AWARD**

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*(Made by the Board of Directors of EWURA at its 133<sup>rd</sup> Ordinary meeting held at Dar es Salaam On 30<sup>th</sup> October, 2018)*

**1.0 Background Information**

On 7<sup>th</sup> August 2017, Neema Isaac Mwakabonga of P. O. Box 857 Mtwara ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") TANESCO Mtwara ("the Respondent").

The Complainant is complaining against delayed connection to electricity supply service at his premises located at Nambeleketela Ziwani, Mtwara. The Complainant claims that in March 2018 he paid the Respondent a total of TZS 4,271,834.05 being connection fee. The Complainant claims further that according to the Customer Service Charter of the Respondent they were obliged to connect power within ninety working days. The Complainant alleges further that after expiry of ninety working days the Respondent did not connect power and no explanation was given as to the delay. The Complainant finally lodged a formal complaint with the Authority demanding an immediate connection of power supply and

payment of interest for the delay as stipulated in the Customer service Charter.

Upon receipt of the complaint, the Authority ordered the Respondent to submit their defense to the complaint within twenty-one (21) days as required by the Energy and Water Utilities Regulatory Authority (Consumer Complaints Handling Procedures), Rules, GN Number 10/2013. On 7<sup>th</sup> September 2018, the Respondent submitted a defense giving reasons to the delay experience. The Respondent claims to have experienced shortages of connection equipment and particularly poles. The Respondent further claims to have informed the Complainant including other customers on 17 August 2018 via text messages and public notices placed at various Respondent offices at Mtwara, Tandahimba, Newala, Masasi and Nanyumbu.

Mediation meetings involving both parties were conducted on 1<sup>st</sup> and 2<sup>nd</sup> October, 2018 at the VETA Mtwara. During mediation meeting it was reported that the Respondent had already connected power at the Complainant's premises since 20<sup>th</sup> August 2018. The matter was discussed and finally settled on the following terms;

- (a) the Respondent shall pay the Complainant a total TZS 590,686 only being interest for 0.5 percent on daily basis of the amount of TZS 4,725,488.05 paid as connection fee according to section 3(e) of the Respondent's Client Service Charter; and
- (b) the amount stated in 'a' above shall be paid in term of Electricity Units token computed using the current customer category which is T<sub>1</sub>.
- (c) the Respondent shall execute the terms in (a) and (b) above within 30 days from the date of the settlement.

The agreed points were reduced into writing as required by Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (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) at Dar es Salaam this 30<sup>th</sup> day of October, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**