

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

COMPLAINT NUMBER: EWURA/33/1/418

BETWEEN

SELEMANI ZUBERI MWARUMA 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 5th September 2016, Mr. Selemeni Zuberi Mwaruma of P.O Box 1217, House No. 293, Plot No. 286 Block B Kwanjeka Kaskazini, Tanga ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") for the alleged unlawful assignment of account number 53005848 which belongs to his service line number 331836 connected to his premises since 21st July 1994. The Complainant states that on 30th December 2003, the Respondent disconnected power services at his premises due to an unpaid bill amounting to TZS 46,939.65 without interest. The Complainant claims further that before he had cleared this outstanding bill, he realized that the Respondent had assigned his account number 53005848 to another

customer, one Ms Halima Athumani of P.O Box 5354 Tanga. The Complainant requested the Authority to order the Respondent to:

- (a) pay him compensation of TZS 60,000.000.00;
- (b) pay the Complainant all costs incurred in following up this matter;
- and
- (c) pay the Complainant any other relief as the Authority may deem fit.

Following receipt of the complaint, the Authority ordered the Respondent to submit a defence to the complaint within twenty one (21) days as required by the EWURA (Consumer Complaints Settlement Procedures) Rules, GN 10/2013. On 30th September, 2016, the Respondent submitted its statement of defence in which they admitted that the Complainant was their customer with Reference Number 53005848 and Property Reference Number 32/33/02441 which was allocated to him after power connection at his premises in 1994. The Respondent further stated that in 2003, power was disconnected at the Complainant's premises due to an unpaid bill amounting to TZS. 46,939.65 without interest. The Respondent further stated that in 2006, the Complainant paid his outstanding bill and power was reconnected to his premises with Customer Reference Number 53039102 and Property Reference Number 32/33/02442 which was done in accordance with the Respondent's new system and the said exercise was done to all customers in the Tanga Region.

The Respondent stressed that the Complainant's Account No. was not illegally assigned to someone else and that is why he was reconnected after he had paid up his outstanding bill. The Respondent further stated that power was disconnected from the Complainant's premise again on 3rd April 2011 due to unpaid bill amounting to TZS. 611,341.54 but was thereafter reconnected after it was found that the meter was defective. The said meter was later on replaced with a new LUKU meter.

On 24th November, 2016, the parties attended a mediation meeting where the matter was settled and the parties agreed on the following:

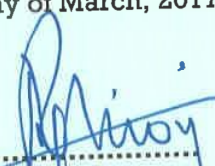
- (a) that, the Complainant shall withdraw all his demands as contained in his claim form; and
- (b) that, the Respondent shall immediately waive the debt of TZS 611,341.54 from the Complainant's LUKU meter number 54151107551; and
- (c) that the Respondent shall compute and determine the deducted amount to be refunded to the Complainant in a form of credit to his LUKU meter number 54151107551.

The terms of the agreement 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 of 2013.

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 Award of the Authority. Each party shall bear its own cost.

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