

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

**COMPLAINT NUMBER: EWURA/LZ/335/122**

**BETWEEN**

**SIASA P. PHOCUS..... COMPLAINANT**

**AND**

**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 77<sup>th</sup> Meeting held at Dar es Salaam on the 23<sup>rd</sup> day of August  
2017)*

**1.0 Background Information**

On 16<sup>th</sup> May 2017, Mr. Siasa P. Phocus of Kihanga-Migera, Nshambya Ward Bukoba, ("the Complainant") lodged a complaint at EWURA against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") complaining on electricity service line passing over his premises. The Complainant claimed that he has been unsuccessfully complaining and writing several letters to the Respondent requesting the removal of the electricity line passing over his house supplying electricity to his neighbor's premises since it endangers the life of his family.

Upon receipt of the complaint, the Authority ordered the Respondent to submit her defence to the complaint within twenty one (21) days as required by the EWURA (Consumer Complaints Handling Procedures)

Rules, GN 10/2013. On 7<sup>th</sup> June 2017, the Respondent submitted its defence and stated the following:

- (a) That, it is true that there is an overhead electricity supply line crossing over the Complainant's house supplying electricity to the neighbouring house using same bracket with the Complainant;
- (b) that, the erection of the said electricity supply line over the Complainant's house was done after the agreement between the Complainant and his neighbour. The dispute began after misunderstanding between the two neighbours; and
- (c) that, after receipt of a complaint the Respondent communicated with the Complainant's neighbour who agreed to incur the costs of removing the electricity supply line from the Complainant's premises.

A mediation meeting was held in Bukoba on 18<sup>th</sup> July, 2017 where the parties agreed on the following:

- (a) that the Respondent shall remove the overhead electricity service line crossing over the Complainant's house at the Respondent's costs; and
- (b) that the agreement in (a) above shall be implemented within fourteen (14) days and completed on or before 31<sup>st</sup> July 2017.

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 23<sup>rd</sup> day of August, 2017.

  
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**EDWIN KIDIFFU**  
**SECRETARY TO THE BOARD**