

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/4/226**

**BETWEEN**

**ADRIAN JOHN..... COMPLAINANT**

**VERSUS**

**GOBA WATER USERS ASSOCIATION/  
DAR ES SALAAM WATER SUPPLY  
AND SEWERAGE CORPORATION..... RESPONDENT**

---

**AWARD**

---

**(Made by the Board of Directors of EWURA at its 106<sup>th</sup> Ordinary Meeting  
held at Dar es Salaam on the 29<sup>th</sup> day of April 2016)**

**1.0 Background Information**

On 3<sup>rd</sup> December 2016, Mr. Adrian John (“the Complainant”) of P. O. Box 4725 Mlowo Road Goba Kunguru in Dar es salaam, lodged a complaint at EWURA against GOBA Water Users Association/the Dar es Salaam Water Supply and Sewerage Corporation, (DAWASCO) (“the Respondent”) disputing unrealistic bill amounting to Nine Hundred and Fifty Thousand Shillings (TZS 950,000.00) for 190 units at a rate of TZS 5,000.00 per unit. The Complainant states that the Respondent disconnected water supply at his premises on the grounds of unpaid bills. The Complainant further claims that he had a meeting with DAWASCO’s Kawe Area Manager and Goba Water Users Association Chairperson but they both remained uncooperative.

Pursuant to Section 34 and 38 of the Water Supply and Sanitation Act, 2009, Goba Water Users Association falls under community owned water supply

organization regulated by the Minister responsible for water. The Authority has no mandate on this matter, however it came to our knowledge that the Respondent is in the process of taking over the responsibilities of Goba Water Users Association and find it prudent to be pro-active by resolving this complaint which is likely to come up in the near future.

On 14<sup>th</sup> December 2015, EWURA directed the Respondent to work on the matter and submit a report on the progress made towards resolving the matter within 21 days. On 5<sup>th</sup> January 2016 the Respondent informed the EWURA that they were in the process of improving their water supply services to all consumers and that they were in the process of taking over the operations Goba Water Users Association. The Respondent stated that they had agreed with Goba Water Users Association that the Association should resolve all pending disputes before handing over the project to the Respondent.

On 20<sup>th</sup> January 2016, mediation meeting was held and the parties agreed on the following:

- (a) that water price per unit be reduced from TZS 5,000.00 to TZS 2,500.00;
- (b) that the Complainant should pay Goba Water Users Association four hundred and twenty five thousand shillings only (TZS 425,000.00) for 190 units of water consumed;
- (c) the Complainant should pay an initial installment of one hundred and eighty seven thousand five hundred shillings (TZS 187,500/=) and the remaining amount within three months from the date of signing of the Settlement Deed; and
- (d) the Respondent should immediately restore water services at the Complainant's residence; and
- (e) the matter be closed.

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

2.0 **Decision**

The parties have reached an agreement and pursuant to Rule 13 (4) of the EWURA (Consumer Complaints Settlement Procedure) Rules, GN. No 10/2013, the agreement contained in the Settlement Form attached hereto is registered as an Award of the Authority. 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 29<sup>th</sup> day of April, 2016.



.....  
Felix Ngamlagosi  
Director General