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

COMPLAINT NUMBER: EWURA/33/4/243

BETWEEN

ASHA A. KHALID COMPLAINANT

VERSUS

**DAR ES SALAAM WATER SUPPLY
AND SEWERAGE CORPORATION RESPONDENT**

AWARD

**(Made by the Board’s Legal and Corporate Affairs Committee at its 72nd
Meeting held at Dar es Salaam on the 21st November 2016)**

1.0 Background Information

On 29th March 2016, Ms Asha A. Khalid ("the Complainant") of P O Box 78837, Sokoine/Pamba Road, TANCOT House, Dar es Salaam lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water Supply and Sewerage Corporation, ("DAWASCO") ("the Respondent") for complaining after being issued with a big estimated monthly bill when compared to her actual consumption as per the meter readings. The Complainant is also complaining against the Respondent for failure to respond to her letters and unjustified frequent disconnections of water supply services. The Complainant claims that she is the only person living in the house and the estimated bills supplied by the Respondent are unrealistic compared to her actual water consumption. The Complainant further claims to have made several visits to the Respondent's office to no avail. The Complainant states that the Respondent's staff frequently visited her premises and used abusive language and threatened to disconnect water supply services.

As a result of the foregoing, the Complainant asked the Authority to order the Respondent to:

- (a) change her meter;
- (b) adjust her account after considering the actual consumption according to meter readings and the amount paid by the Complainant;
- (c) refund any extra amount paid; and
- (d) pay compensation for the mental and psychological torture experienced for unjustifiable disconnection of water supply services.

Following 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 2nd May, 2016, the Respondent submitted his statement of defence, and stated the following:

- (a) that the Complainant's meter was found to be in good working condition;
- (b) that the large bill might have been caused by leakage of pipes on the part of the Complainant's premises;
- (c) and that the Respondent will make the necessary adjustments by considering the actual consumption according to meter readings and the amount so far paid by the Complainant.

The mediation meeting involving both parties was conducted on 11th July 2016 and 20th October 2016. During mediation it was noted that the Respondent had made the necessary adjustments by taking into account the actual amount consumed according to the meter readings and the amount paid by the Complainant. The outstanding bill as of October 2016 was found to be TZS 131,000.00. It was also noted that the old disputed meter at the Complainant's premises has been removed and a new meter

was installed. The matter was settled and the parties agreed on the following:

- a) that the Respondent shall issue to the Complainant monthly bills using both SMS and hard copies;
- b) that the Respondent shall do all that is within its power to improve customer relations and communication with the Complainant; and
- c) that the Complainant shall withdraw all her demands with regards to the payment of compensation due to mental and psychological torture suffered.

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 attached 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 cost.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 21st day of November 2016.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL