

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

COMPLAINT NUMBER EWURA/33/1/91

BETWEEN

CHARLES P. LEMA COMPLAINANT

VERSUS

TANZANIA ELECTRIC COMPANY LIMITED RESPONDENT

AWARD

**(Made by the Board of Directors of EWURA at its 88th Extra-Ordinary Meeting
held at Dar es Salaam on the 19th December 2011)**

1.0 Background Information

On 28th May 2011, Mr. Charles Peter Lema (“the Complainant”) lodged a complaint to EWURA against Tanzania Electric Supply Company Limited (TANESCO) (“the Respondent”) for power supply disconnection by the Respondent because of a disputed supplementary bill amounting to TZS 856,402.85. The Complainant's argument is based on the fact that the Respondent should have noted the meter problem much earlier through monthly meter readings and thus there is no justification for paying the five year supplementary bill.

On the other hand, the Respondent claims that the Complainant's meter had stopped working resulting into the Complainant paying less than his actual consumption. The Respondent further claims that a supplementary bill for the entire period up to 11th March 2010 was correctly computed to the tune of TZS 856,402.85.

On 30th June 2010, a mediation session was held and the parties agreed on the following:

- (a) that the Respondent shall receive TZS 80,000.00 being the payment for the outstanding amount from the Complainant; and
- (b) that the Respondent shall immediately re-connect the Complainant's LUKU meter after receiving the payment of TZS 80,000.00, as well as write off the debt and any subsequent interest.

The points of agreement above were reduced into writing as required by Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008, and are contained in the attached Settlement Form.

2.0 **Decision**

The parties have reached an agreement and by virtue of Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008, the Authority hereby registers the agreement contained in the Settlement Form attached hereto 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) at Dar es Salaam this 19th day of December 2011.



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Mr. Haruna Masebu
(Director General)