

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER: EWURA/33/4/259

BETWEEN

COCA COLA KWANZA LIMITED COMPLAINANT

AND

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

ORDER

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

THIS COMPLAINT is coming for final determination before the Board’s Legal and Corporate Affairs Committee on 21st November 2016 for the Orders that the Respondent:

- (a) issue bills based on actual consumption in line with meter readings;
- (b) relocate the Complainant’s meter from Mwenge junction to its premises;
- (c) address the problem of frequent bursting of water pipes; and
- (d) refund the overcharged amount of TZS 8,315,000.00 for the month of January 2016.

Following the mediation meeting held on 6th and 7th October 2016, this matter is marked settled with the Orders that:

- (a) that the 8 inch, DN200 mm, ductile iron-D1, water supply pipe connected from Mlimani City should remain solely dedicated for the Complainant;
- (b) that the Respondent should use the meter located at the Complainant's premises to take readings for the purpose of billing;
- (c) that the Respondent should provide technical specifications to the Complainant by 20th October 2016 for proper technical installation of flow meter and the recommendations of the Respondent's technical team's should be taken into consideration during the installation exercise;
- (d) that the Respondent shall install the necessary pipes and fitting within a month after the Complainant has allocated an appropriate location and constructed a facility whereby the flow meter will be installed by the Respondent.;
- (e) that the Respondent shall install another valve just before the meter located at the Complainant's premises two weeks from the date of this agreement;
- (f) that the Respondent should credit the Complainant's account with TZS 8,315,000.00, the amount which was overbilled in January 2016;
- (g) that the Respondent should, at all times, comply with the requirements of its Client Service Charter; and
- (h) each party should bear its own costs.

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