

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER: EWURA/33/4/231

BETWEEN

DAR ES SALAAM MERCHANTS CHAMBER COMPLAINANT

AND

DAR ES SALAAM WATER SUPPLY

AND SEWERAGE CORPORATION RESPONDENT

ORDER

(Made by the Board of Directors of EWURA at its 111th Meeting held at Dar es Salaam on the 4th October 2016)

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 4th October 2016 for the Orders that the Respondent:

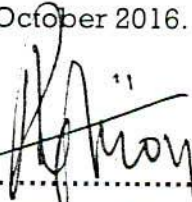
- (a) observe customers rights as required by law and to practice good governance as well as maintaining respect and human dignity;
- (b) serve water bill every month in a transparent manner (openly) indicating meter reading and unit consumed and sewer charges be shown separately;
- (c) give customers freedom to decide the mode of getting their bills such as SMS, E-mails or to collect the printed copy at the Respondent offices;
- (d) allow customers up to 3 weeks to pay their monthly bill, whereby end month being within that period;
- (e) give one week disconnection notice if payment is not made within time;
- (f) stop disconnection of water services on Saturdays and Sundays (week end and holidays);

- (g) reduce connection fee from 30,000 to 15,000 to match with the majority economic state;
- (h) reduce reconnection time to 6 hours after payment;
- (i) investigate and rectify allegation of wrong billing within a week and inform customer the correct bill in writing;
- (j) avoid estimated bills unless it is inevitable (beyond DAWASCO's control) however the bill to be adjusted in the next bill; and
- (k) conduct awareness program to educate customers on the use of DAWASCO hotline and E-mail address in submitting complaints, inquiries and or recommendations and deal with submitted complaints, inquiries and or recommendations appropriately so as to maintain good customer relationship.

Following the mediation meeting held on 13th January 2016, this matter is marked settled with the Orders that the Respondent should:

- (a) monitor and offer good services to its consumers including improving customer communication relation; and
- (b) not charge consumers disconnection fee in case of premature disconnection of service.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 4th day of October 2016.


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FELIX NGAMLAGOSI
DIRECTOR GENERAL