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

**COMPLAINT NUMBER: QN.71/135/39**

**DEODATUS J. TAIRO FOR AND ON BEHALF OF  
PAUL SHIRIMA .....COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT**

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**AWARD**

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*(Made by the Board of Directors of EWURA at its 135<sup>th</sup> Ordinary meeting held at  
Dar es Salaam 27<sup>th</sup> day of December, 2018)*

**1.0 Background Information**

On 2<sup>nd</sup> October 2018, Mr. Paul Shirima represented by Mr. Deodatus Joseph Tairo of Karanga-Katanini Area, Moshi Municipality in Kilimanjaro Region ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent").

The Complainant complains on the alleged unjustified decision by the Respondent to transfer him from Customer Tariff Category D1 to Customer Tariff Category T1 without notice with respect to his house located at Karanga-Katanini Area, Moshi Municipality in Kilimanjaro Region. The Complainant claims that on 5<sup>th</sup> August 2018 at around 22.00 hours he failed to purchase electricity through his mobile phone; and in lieu thereof he received short messages (sms) informing him to contact the Respondent on a toll free number which was not reachable all the night.

The Complainant further stated that in the morning he visited the Respondent Offices in Moshi where he was informed that his monthly usage is above 75kW/month and he has been transferred to Customer Tariff Category T1. The Complainant alleges that being a customer, the alleged transfer to Customer Tariff Category T1 was not communicated to him and as a result causing some inconveniences to him. The Complainant stated further that he contacted EWURA CCC Representative in Kilimanjaro Region to ask for their intervention on the matter. The said representative contacted the Respondent but no sufficient explanation was given on the alleged transfer of the Complainant to Customer Tariff Category T1. The Complainant filed this complaint requesting the Authority to order the Respondent to transfer him back to Customer Tariff Category D1.

After 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, G.N. Number 10/2013. On 18<sup>th</sup> October, 2018, the Respondent submitted its defense and claims that the Complainant is their customer with meter no. 24210725420 whose average monthly electricity consumption is 84.1kWh which is above the maximum allowable 75 units in Customer Tariff Category D1. The Respondent further claims that the Complainant was transferred to Customer Tariff Category T1 in accordance with the requirements of Tariff Order 2016-010. The Respondent stated that they complied with the procedures and requirements of the Tariff Order 2016-010 which obliges them to transfer any customer whose monthly consumption exceeds 75kWh/month in three consecutive months. For that reason, the Respondent states that the Complainant is not eligible to be in Customer Tariff Category D1.

Mediation meetings involving both parties were conducted on 6<sup>th</sup> and 7<sup>th</sup> November, 2018 in Moshi Municipality. The parties settled the matter

amicably and agreed that the Respondent's act of transferring the Complainant to Tariff Category T1 was justified.

The agreed point was 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 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 costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 27<sup>th</sup> day of December, 2018.



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**GERMANA QORRO**  
**SECRETARY TO THE BOARD**