

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/1/221**

**BETWEEN**

**ELIATOSHA MOSHI ..... COMPLAINANT**

**VERSUS**

**TANESCO..... RESPONDENT**

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**AWARD**

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**(Made by the Board of Directors of EWURA at its 82<sup>nd</sup> Ordinary Meeting held  
at Dar es Salaam on the 24<sup>th</sup> February 2014)**

**1.0 Background Information**

On 28<sup>th</sup> August 2013, Mr. Godlizen Moshi on behalf of Eliatosha Moshi ("the Complainant") lodged a complaint at EWURA against Tanzania Electric Supply Company Limited, TANESCO ("the Respondent") for being supplied with a huge and unjustified supplementary bill of TZS 4,380,679.29. The Complainant claims that he used to promptly pay the monthly bills as were supplied by the Respondent. The Complainant claims further that the allegation of the meter under reading does not fall under his responsibility and it is entirely the responsibility of Respondent.

Following receipt of the complaint, the Authority summoned the Respondent to submit a defense to the complaint within twenty one [21] days as required by the Consumer Complaints Settlement Procedures, Rules, GN 10/2013. On 8<sup>th</sup> October, 2013, the Respondent informed the Authority that during normal routine meter check up, the Complainant meter was found to have a higher reading than what was recorded at the

Respondent's office. The Respondent claims further that the meter under reading was deliberately done to deprive the Respondent of her legal revenue. The computation was done, the amount already paid by the Complainant was taken into consideration and the unpaid balance was found to be TZS 4,380,679.29.

A mediation meeting was scheduled on 28<sup>th</sup> and 29<sup>th</sup> October 2013 and was held and parties agreed on the following;

- (a) that the Complainant shall pay the Respondent a total amount of TZS 4,384,679.29 in installments of TZS 100,000/- from December 2013;
- (b) that the matter is closed and each party is satisfied.

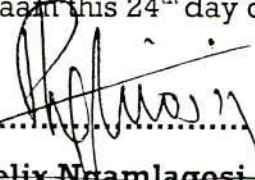
The above points of agreement were reduced into writing as required by Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, GN. No 10/2013 and contained in the attached Settlement Form.

## 2.0 Decision

The parties have reached an agreement and, we, under the provisions of Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, GN. No 10/2013, hereby register as the Award of the Authority the agreement contained in the Settlement Form attached hereto.

Each party shall bear its own costs in pursuing this matter.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 24<sup>th</sup> day of February 2014.

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**Mr. Felix Ngamlagosi**

**(Director General)**