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

COMPLAINT NUMBER: QN.71/474/15

ELIHURUMA OSCAR MGHASECOMPLAINANT

VERSUS

**BABATI URBAN WATER SUPPLY AND SANITATION
AUTHORITY.....RESPONDENT**

AWARD

*(Made by the Board of Directors of EWURA at its 131st Ordinary meeting held in
Dodoma on the 30th August, 2018)*

1.0 Background Information:

On 25th April, 2018, Mr. Elihuruma Oscar Mghase of Sawe Area, Babati Town, Manyara (“the Complainant”) lodged a complaint to the Energy and Water Utilities Regulatory Authority (“the Authority”) against Babati Water Supply and Sanitation Authority (“BAWASA”) (“the Respondent”) complaining on the sudden increase of water bill for the month of March 2018 amounting to TZS 439,440.90. The Complainant claims that on 19th March, 2018 he received a water bill text message from the Respondent informing him that the charges for the month of March 2018 were TZS 439,440.90. The Complainant claims further that on 21st March 2018, he visited the Respondent’s office seeking for clarification regarding the sudden

increase of the bill whereas the Respondent's technicians conducted an investigation of the meter at his compound. The Complainant states that the Respondent informed him that the water meter was in order and the readings for the water consumed are correct. The Complainant states further that, on 26th March 2018 he wrote a letter to the Respondent complaining for unrealistic water consumption of 362 units which resulted into high water bill for the month of March 2018. Furthermore, the Complainant stated that on 9th April 2018 the Respondent accompanied with EWURA-RCC Members for Manyara Region visited his house and conducted investigation of the layout of service lines, the meter and substantiated the meter readings. The Complainant stated that he thereafter received a letter from the Respondent dated 11th April 2018 informing that the water meter has no fault hence required to settle the water bill within two (2) days with effect from the date of the letter.

Upon receipt of the complaint, on 27th April, 2018, the Authority ordered the Respondent to file a reply to the complaint pursuant to the provisions of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, Government Notice No. 10/2013. On 21st May 2018, the Respondent filed its defense and informed the Authority the following:

- (a) that the Complainant visited their office as he mentioned and they conducted a thorough investigation of the disputed bill on 21st March, 2018;
- (b) that they conducted site verification in the presence of EWURA-RCC and discovered that there were water consuming activities done by the Complainant within his compound that attributed to the increase of the water consumption ;
- (c) that they continued to investigate water consumption trend until preparation of the defense and discovered that the meter readings resumed normally as per previous consumption trend as appears in Customer Comprehensive Statement; and
- (d) that the Customer Comprehensive Statement shows that the Complainant is aware of the activities done in the month of March 2018 which prompt to sudden high water consumption;

Mediation meetings involving both parties were conducted on 25th May 2018 and 25th June 2018 at Babati, Manyara and the matter was settled on the following terms:

- (i) that the Complainant shall pay the Respondent the entire bill of TZS 449,871 in six (6) month installments. The first installment will be TZS 50,000 to be on or before 26th June, 2018;
- (ii) that the Respondent agreed to receive payment of the disputed debt in 6 months installments up to November 2018; and
- (iii) that the Complainant shall pay the installments of disputed bill together with monthly usage bill concurrently.

The above points of agreement were reduced into writing as required by Rule 13 (4) of the EWURA (Complaints Handling Procedure) Rules, G N. 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) in Dodoma this 30th day of August, 2018.



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NZINYANGWA E. MCHANY

DIRECTOR GENERAL