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

COMPLAINT NUMBER: PN.71/472/04

BETWEEN

EMILIAN A. MAUKI COMPLAINANT

VERSUS

DUWASA RESPONDENT

AWARD

*(Made by the Board of Directors of EWURA at its 128th Ordinary Meeting held in
Dodoma on 22nd May 2018)*

1.0 Background Information

On 3rd April 2018, Mr. Emilian A. Mauki represented by Anna M. Mdoma of P. O. Box 1249 Kikuyu, Dodoma ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority")

against the Dodoma Water Supply and Sanitation Authority, (DUWASA) ("the Respondent") complaining about the Respondent's failure to supply water since July 2017. In addition, the Respondent continued to provide the Complainant with monthly bills which accumulated to the tune of TZS 104,752.50 by March 2018. The Complainant claims to have made several visits to the Respondent's Head Office and several of the Respondent's technicians visited the Complainant's premises but ended in vain. The Complainant claims further that the bill received on 23rd March 2018, clearly indicates zero consumption on the part of the Complainant but surprisingly, the Respondent demanded a payment of TZS 8,307.25.

The Complainant filed a formal complaint requesting the Authority to order the Respondent to:

- (a) provide reliable water supply at his premises;
- (b) provide monthly bills based on actual water consumption; and
- (c) waive the bill amounting to TZS 104,752.50 .

Upon 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, GN Number 10/2013.

On 23rd April 2018, the Respondent wrote to the Authority denied the allegations brought by the Complainant that there was no water supply to the Complainant's premises and requested the Authority to dismiss the complaint with costs.

A mediation meeting involving both parties were conducted on 9th May 2018 at the EWURA office in Dodoma. During the mediation meeting it was noted that the necessary action was taken by the Respondent to restore water supply services at the Complainant's premises and that the bills are computed based on the actual water consumption. The Respondent apologized to the Complainant for the miscommunication between them leading in the failure to supply water at his premises. The matter was settled and the parties agreed that:

- i) the Complainant's outstanding bill for the period from August 2017 to March 2018 shall be TZS 70,278 only instead of TZS 104,752.590; and
- ii) the Complainant shall pay the Respondent the above stated outstanding amount of TZS 70,278 in installments by August 2018.

The agreed points were 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) in Dodoma this 22nd day of May, 2018.



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NZINYANGWA E. MCHANY

DIRECTOR GENERAL