

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

**COMPLAINT NUMBER: QN.71/135/32**

**GIFT MATEMBA FOR AND ON BEHALF OF  
DAUDI MSANGI..... 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 133<sup>rd</sup> Ordinary Meeting held at Dar es Salaam on the 30<sup>th</sup> day of October, 2018)*

**1.0 Background Information**

On 10<sup>th</sup> September 2018, Mr. Daudi Msangi represented by Mr. Gift Matemba of Pasua-Matindigani, Moshi Urban 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 disputes an unjustified transfer of his prepaid meter (LUKU) account to Customer Tariff Category T1 from Customer Tariff Category D1 without notice with respect to his house located at Pasua Matindigani, Moshi Urban in Kilimanjaro Region. The Complainant claims that on 5<sup>th</sup> September 2018 while purchasing electricity token worth TZS 5,000.00, the sales vendor informed that he will get only 14.1 units. The Complainant further claims that he decided to purchase electricity token worth TZS 10,000.00 whereas he managed to get 28 units only. The Complainant stated that generally his monthly electricity consumption is 65

units equivalent to TZS 7,500.00. The Complainant stated further that he contacted EWURA CCC Representative in Kilimanjaro Region to seek clarification on the matter, who assisted to communicate with the Respondent but he was not satisfied with the Respondent's clarifications on the transfer to Customer Tariff Category T1. Consequently, the Complainant prayed for order that the Respondent be ordered to transfer his prepaid meter (LUKU) account 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 4<sup>th</sup> October, 2018, the Respondent submitted its defense and informed the Authority that the Complainant is their customer whose monthly electricity consumptions is above the Customer Tariff Category D1 then he was transferred to Tariff Customer Category T1 according to Tariff Order 2016-010 Conditions. The Respondent stated that the company has complied with the procedures and requirements of the Tariff Order 2016-010 which directed to transfer any Customer whose monthly consumption will exceed 75kWh/month in three consecutive months. For that reason, the Respondent informed that the Complainant was not eligible to be in the Customer Tariff Category D1.

Mediation meeting involving both parties was conducted on 12<sup>th</sup> October, 2018 in Moshi Municipality; the matter was settled on the following terms:

- (a) The Complainant shall remain in Customer Tariff Category T1 according to conditions of TANESCO Tariff Order 2016-010.
- (b) The Respondent shall transfer back the Complainant to Tariff Customer Category D1 in case his electricity monthly consumption for six (6) consecutive months shall be below 75kWh/month.

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) at Dar es Salaam this 30<sup>th</sup> day of October, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**