

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

COMPLAINT NUMBER: EWURA/33/4/264

BETWEEN

GODWILL G. WANGA..... COMPLAINANT

VERSUS

**DAR ES SALAAM WATER SUPPLY
AND SEWERAGE CORPORATION RESPONDENT**

AWARD

**(Made by the Board's Legal and Corporate Affairs Committee at its 72nd
Meeting held at Dar es Salaam on the 21st November 2016)**

1.0 Background Information

On 17th August 2016, Mr. Godwill G. Wanga ("the Complainant") of P.O Box 2669, Mlalakuwa Mwenge, Dar es Salaam lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water Supply and Sewerage Corporation, (DAWASCO) ("the Respondent") for unlawful disconnection of water services at his premises. The Complainant states that he applied and paid all costs for water connection services in 2006, and he travelled out of the country for a year. The Complainant alleges that upon return to the country in 2007, he visited the Respondent's offices to enquire about the delayed connection and within two days in the absence of any member of his family, the Respondent connected water services at his premises. The Complainant inspected the meter and realized that it displayed a reading of 453 units. The following day he visited the Respondent to enquire about the 453 units and the Respondent's officials informed him that they were aware of the 453 units in the meter and that his monthly bills will not

include the 453 units. The complainant claimed further that the matter had been problematic as some meter readers would include the 453 units as his consumption. Despite several visits to the Respondent's head office and Kawe office to request for either meter change or clearance of the 453 units from his account, nothing was done to rectify the situation. The Complainant requested the Respondent be ordered to:

- (a) restore water supply services at his premises immediately;
- (b) adjust his account by removing the unconsumed 453 units; and
- (c) accept payment according to the Complainant's actual consumption.

Following receipt of the complaint, the Authority ordered the Respondent to submit its defence to the complaint within twenty one (21) days as required by the EWURA (Consumer Complaints Settlement Procedures) Rules, GN No. 10 of 2013. On 13th September, 2016, the Respondent wrote to the Authority claiming that the necessary adjustments to the Complainant's account had been made and it reflected the correct bill as of September 2016 amounting to TZS 224,074.00, and that the Complainant's meter was found to be in a good working condition.

The mediation meeting involving both parties was conducted on 12th October 2016 where the matter was settled and the parties agreed that the Respondent shall credit the Complainant's account with TZS 30,000.00, the amount which was paid by the Complainant as reconnection fee on 20th September 2016.

The terms of agreement 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 of 2013 and contained in the attached 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 cost.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 21st day of November 2016.



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FELIX NGAMLGOSI
DIRECTOR GENERAL