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

COMPLAINT NUMBER: GA.71/472/157

HARID ALLY ABDALLAH.....COMPLAINANT

VERSUS

**MTWARA WATER SUPPLY AND
SANITATION AUTHORITY.....RESPONDENT**

AWARD

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at its 84th meeting held in Dar es Salaam on 25th June, 2018)*

1.0 Background Information

On 15th February 2018, Mr. Harid Ally Abdallah of P. O. Box 92 Mtwara ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Mtwara Water supply and Sanitation Authority (MTUWASA) ("the Respondent").

The Complainant is complaining against the water bill for the month of November 2017 amounting to TZS 147,000.00 which he says is unjustifiably too high compared to the average bill of TZS15, 000.00 for the previous months. The Complainant further states that his monthly consumption is between 4-10 units with a corresponding monthly bill not exceeding TZS15,000.00. The Complainant states that he contacted the Respondent meter reader and was advised to visit the Respondent's office for clarification. The Complainant claims that he visited the Respondent's office but he was told to settle the outstanding bill as it was.

The Complainant claims that upon being insisted to settle the disputed bill, he refused to pay the bill because he did not know the basis for the same.

The mediation meeting was conducted on 28th March 2018 at VETA Mtwara, and the matter was settled and parties agreed on the following terms:


- (a) that the Respondent shall install a new flow meter at the Complainant premises; and
- (b) that the Complainant shall pay the Respondent TZS 147,000.00 in installments for the period of twelve months, from April 2018 to March 2019.

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 Dar es Salaam this 25th June, 2018.


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KAPWETE JOHN
SECRETARY TO THE BOARD