

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

**COMPLAINT NUMBER: EWURA/33/4/251**

**BETWEEN**

**HAFIDH SELEMANI..... COMPLAINANT**

**VERSUS**

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

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**AWARD**

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*(Made by the Board of Directors of EWURA at its 117<sup>th</sup> Meeting held at Dar es Salaam on the 18<sup>th</sup> day of April, 2017)*

**1.0 Background Information**

On 6<sup>th</sup> May 2016, Hafidh Selemani ("the Complainant") of House Number 30 Magomeni Dosi in 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") disputing a supplementary bill of TZS 2,062,574.00. The Complainant claimed to have been promptly paying monthly bills as supplied by the Respondent. The Complainant claimed further that it was the Respondent's responsibility to read the meter and issue the correct bill timely. The Complainant stated that the supplementary bill raised by the Respondent is too huge for him as a retired port staff, taking into consideration his age and lack of other means of income apart from a little monthly pension. The Complainant admitted that the Respondent staff advised him to check the water supply infrastructure beyond the meter for possible leakage. The Complainant admitted to have checked his in house water supply system and discovered a serious leakage due to corrosion

that attacked and destroyed the old metal (galvanized) pipes. The Complainant further claims to have made several attempts to resolve the matter with the Respondent without success. The Complainant filed a formal complaint with the Authority praying for the supplementary bill to be waived on the grounds that the billed water was leaking into the ground and as a retired staff he has no means of income.

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, GN Number 10/2013. On 7<sup>th</sup> June, 2016, the Respondent wrote to the Authority claiming that the Complainant has been under paying monthly bills and this was observed after meter reading was done and discovered a gap between the actual consumption and the payments made. The Respondent claimed further that it was the Complainant's duty to check his in house water distribution system and make the necessary maintenance to prevent leakage. The Respondent advised the Complainant to enter into agreement on how he is going to settle the supplementary bill.

The mediation meeting involving both parties was conducted on 11<sup>th</sup> July 2016, 20<sup>th</sup> October 2016 and on 18<sup>th</sup> November 2016. At the mediation the parties agreed to settle the matter on the following terms;

- (a) that the supplementary bill stand at TZS 1,732,035.80 instead of 2,062,574.00; and
- (b) that the Complainant shall settle the supplementary bill mentioned in part (a) above within twenty four months (24) from the date of the settlement.

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 attached Settlement Form.

## 2.0 **Decision**

The parties have reached an agreement and, we, under the provisions of Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10/2013, hereby register as the Award of the Authority the agreement contained in the Settlement Form attached hereto. Each party shall bear its own costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 18<sup>th</sup> day of April, 2017.



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**