

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

COMPLAINT NUMBER: EWURA/33/2/224

BETWEEN

KOROGWE DISTRICT COUNCIL COMPLAINANT

VERSUS

WOCCO OIL (T) LTD RESPONDENT

AWARD

*(Made by the Board of Directors of EWURA at its 117th Ordinary Meeting held at
Dar es Salaam on the 18th April 2017)*

1.0 Background Information

On 3rd January 2017, Mr. Amiri M. Mhando on behalf of Korogwe District Council (“the Complainant”) of P. O. Box 584 Korogwe lodged a complaint at the Energy and Water Utilities Regulatory Authority (“EWURA”) (“the Authority”) against WOCCO Oil (T) Ltd (“the Respondent”) disputing fuel bills. The Complainant stated that between October 2015 and January 2016, they were getting their fuel supplies (diesel and petrol) from the Respondent and during that period the Respondent did not comply to the price caps as issued by EWURA. The Complainant stated that when they discovered this anomaly, they wrote the letter to the Respondent with reference no. HWK/T.3/16/VOL.I/113 dated 26/02/2016 requesting, *inter alia*, to be compensated for the loss caused by price difference after being supplied with diesel amounting to TZS 5,449,465.00. The Complainant stated further that the Respondent did not respond to the letter and they do

- (b) that the Respondent shall refund the Complainant TZS 2,750,000.00 which was advanced to them for the purchase of fuel; and
- (c) the parties shall sign the repayment plan agreement within seven days from the date of the mediation meeting.

The agreed points were reduced into writing as required by Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Consumer Complaints Settlement 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 (Consumer Complaints Settlement 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 18th day of April, 2017.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL