

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

**COMPLAINT NUMBER: EWURA/33/1/440**

**BETWEEN**

**KURAISH KOSKU..... COMPLAINANT**

**AND**

**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 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 10<sup>th</sup> November 2016, Mr. Kuraish I. Kosku of Tabata Magengeni Liwiti ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") disputing a supplementary bill of TZS 955,262.27 raised as a result of meter malfunctioning. The Complainant claims to have reported to the Respondent about meter malfunctioning and the latter conducted meter audit and concluded that the same has been tampered with. The Complainant denied being involved with meter tampering and claims further that the inspection fee charged as part of the supplementary bill is unjustified as it was him who reported the malfunctioning of the meter to the Respondent. The Complainant finally lodged a formal complaint with the Authority disputing the bill and particularly the inspection fee.

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 Settlement Procedures), Rules, GN Number 10/2013. On 15<sup>th</sup> December 2016, the Respondent wrote to the Authority admitting to have received information from the Complainant on meter malfunctioning. The Respondent stated that after a thorough inspection, the meter was found to have been tampered with. The Respondent stated that the Complainant should pay the supplementary bill of TZS 700,000 after deducting the inspection fee of TZS 255,262.27 on the grounds that the meter malfunction was reported by the Complainant.

A series of mediation meetings involving both parties were conducted on 5<sup>th</sup> and 13<sup>th</sup> January 2017, thereafter on 6<sup>th</sup> February 2017 and 10<sup>th</sup> April 2017 at the EWURA Head Office, Dar es Salaam. At the end the matter was settled on the following terms:

- (a) that the Complainant shall pay the Respondent TZS 700,000 within twelve months from 10<sup>th</sup> April 2017; and
- (b) that Respondent shall install another meter and restore power supply at the Complainant's premises upon receipt of the first installment of TZS 100,000.

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. It was further agreed that 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**