

49

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

**COMPLAINT NUMBER: QN.71/135/26**

**LUCAS ARBOGAST FOR AND ON BEHALF OF  
RITHA A. KAVISHE .....COMPLAINANT**

**VERSUS**

**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 178<sup>th</sup> Extra Ordinary meeting held at Mwanza on The 15<sup>th</sup> day of October, 2018)*

**1.0 Background Information**

On 18<sup>th</sup> July 2018, Mr. Lucas Arbogast on behalf of Ms. Ritha A. Kavishe of P. O. Box 3134, Arusha ("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").

The Complainant disputes an unjustified inflated outstanding bill of TZS 890,905.09 that has been transferred to her postpaid meter with respect to her house located at Sombetini-Someli in Arusha City. The Complainant claims that in May 2018 the Respondent transferred a debt of TZS 896,905.09 to her account while she was paying for electricity bills and the debt does not reflect her monthly electricity consumption. The Complainant claims

further that she wrote a letter and made several personal visits to the Respondent's Regional Office in Arusha trying to resolve the matter but she was not satisfied with the Respondent's clarifications on the debt. The Complainant claims that in 2015 she reported to the Respondent regarding fault of her postpaid meter number 65031473 and she was directed that bills will be issued on estimation basis until the faulty meter is replaced. Consequently, the Complainant filed a formal complaint with the Authority demanding that the Respondent be ordered to waive the outstanding supplementary bill of TZS 890,905.09 in her postpaid meter and install prepaid meter (LUKU) as requested since 2016.

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 12<sup>th</sup> September 2018, the Respondent submitted its defense and informed the Authority that the Complainant is their customer and confirmed that her meter was defective. Additionally, the Respondent alleges that as per their procedures where a customer meter is faulty, a supplementary bill is computed using an average of the previous six months of electricity consumption of the customer before the meter malfunctioned. The Respondent stated that total debt from 2015 up to May 2018 was TZS 1,304,905.09 whereas current outstanding debt was TZS 786,905.09. The Respondent stated that due to shortage of prepaid meters (LUKU) they could not install the meter. The Respondent stated that the prepaid meter (LUKU) was installed at the Complainant premises on 12<sup>th</sup> September 2018.

Mediation meetings involving both parties were conducted on 20<sup>th</sup> and 21<sup>st</sup> September 2018 at EWURA North Zone Office premises and parties agreed that;

- 1) that the Respondent should re-compute the supplementary bill for the period of three (3) months only and this is in accordance with regulation 12(1) of the Electricity (General) Regulations GN. 63 of 2011;

- 2) that upon re-computation the supplementary bill was found to be TZS 119,406.88 only;
- 3) that since the Complainant had already paid TZS 110,000.00, therefore the Complainant shall immediately pay the Respondent the remaining supplementary bill of TZS 9,406.88.

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) at Mwanza this 15<sup>th</sup> day of October, 2018.

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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**