



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

COMPLAINT NUMBER: PN.71/472/03

BETWEEN

LUDOVICK JULIUS..... COMPLAINANT

VERSUS

**DODOMA WATER SUPPLY AND
SANITATION AUTHORITY RESPONDENT**

AWARD

*(Made by the Board Legal and Corporate Committee of the Board of Directors of
EWURA at its 82nd meeting held in Dar es Salaam on 26th February 2018)*

1.0 Background Information

On 13th December 2017, Ludovick Julius of Mbuyuni – Kizota Area in Dodoma Municipality ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dodoma Water Supply and Sanitation Authority (DUWASA) ("the Respondent"). The Complainant is complaining for being directed by DUWASA to charge consumers TZS 20.00 instead of TZS 50.00 per bucket of 20 litres, despite the fact that he is poor and with health problems and thus he cannot afford to cope with the rising cost of living. The Complainant states that he raised his complaint with the Respondent and he was directed to contact EWURA for further guidance. The Complainant filed a complaint to the Authority requesting the Respondent be ordered to allow him to charge consumers TZS

50.00 instead to TZS 20.00 per bucket of 20 litres so that he get extra money/income for:

- (a) sustenance and family support;
- (b) special jelly for skin protection against skin cancer to which he is suffering from; and
- (c) cost of operating the project.

Upon receipt of the complaint, the Authority ordered the Respondent to submit its defense to the complaint within twenty-one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. On 2nd January, 2018, the Respondent wrote to the Authority and stated that they have no mandate to allow any operator of their water kiosk to charge consumers a price beyond what is authorized by EWURA.

Mediation meeting involving both parties was conducted on 16th January 2018 at EWURA Central Zone Offices in Dodoma Municipality. During mediation it was noted that the Complainant who is also the chairperson of people living with albinism, had applied to the Respondent to operate a water kiosk to serve the community and for personal income just like any other person. During the mediation meeting the Complainant explained that he wanted to charge TZS 50.00 instead of TZS 20.00 per bucket of 20 litres in order to compensate for the free water services he offered to other disadvantaged persons and unpaid water as consumers wash their buckets and fill them beyond 20 litres. The parties also took cognizance of the need for the Respondent to intensify Customer Service Awareness Programs to all customers. The matter was settled on the following terms:

- (a) that the Complaint shall charge his customers TZS 20.00 per bucket of 20 litres as required by the EWURA in its Dodoma Urban Water Supply and

Sanitation (DUWASA) Automatic Tariff Order No. 16-011 commenced on 1st July 2016; and

- (b) that the Respondent shall identify the economically disadvantaged persons who receives water services from the Complainant's kiosk and the same shall get the water for free from May 2018.

The agreed terms 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 26th day of February, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL