

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER EWURA/33/1/116

BETWEEN

MAGDALLENA KABYEMELA..... COMPLAINANT

VERSUS

TANESCO RESPONDENT

AWARD

(Made by the Board of Directors of EWURA at its 99th Extra-Ordinary Meeting held at Dar es Salaam on the 9th day of August 2012)

1.0 Background Information

On 13th February 2012, Ms Magdallena Kabyemela ("the Complainant") filed a complaint against the Tanzania Electric Supply Company Limited, (TANESCO) ("the Respondent") disputing an outstanding bill of TZS 12,074,179.70. Correspondences show that power was connected to the Complainant's premises in 1992 with meter number QB 8219665. The correspondences further show that in 1995, the Complainant's husband passed away. The Complainant claims that in 1995, soon after her husband's funeral, thieves broke into the house and stole several items including the power meter and the incident was reported to both the Police and the Respondent. The Respondent responded by installing another meter with number A221965.

Additionally, the Complainant claims that due to the demise of her loving husband and the four children she was left with and who were at different levels of education, she was unable to promptly pay her electricity bills. In 2001, the Respondent disconnected power at her premises. In 2011, the Complainant contacted the Respondent with a view to paying the

outstanding bill so that power can be restored. The Complainant was given an outstanding bill of TZS 12,074,179.70 which she disputed and demanded explanation from the Respondent. The Complainant was finally told that her current meter was not registered with the Respondent and that her account details still bears the number of the stolen meter (i.e. meter number QB 8219665).

The Respondent on the other side claims that they have revised the Complainant's bill by using her current meter number A221965 and a new bill of TZS 775,750.67 was issued which was also disputed by the Complainant.

During mediation meeting held on 26th June 2012, involving the parties and EWURA, an amicable settlement was reached and the parties agreed that:

- (a) the Complainant shall pay the Respondent the outstanding bill of TZS 775,750.65 within one week from 26th June 2012, the date on which the mediation agreement was signed;
- (b) the Respondent shall install a LUKU meter at the Complainant's premises within one month from 26th June 2012; and
- (c) that the matter be closed and each party is satisfied.

The above points of agreement were reduced into writing as required by Rule 4 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008 and contained in the attached Settlement Form.

2.0 Decision

The parties have reached an agreement and we, under the provisions of Rule 4 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008, hereby register as the Award of the Authority the agreement contained in the Settlement Form attached hereto.

Each party shall bear its own costs in pursuing this matter.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 9th day of August 2012.



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Mr. Haruna Masebu

(Director General)