

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

**COMPLAINT NUMBER: NP.71/135/38**

**MAYUNDO SALUM MAYUNDO..... COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT**

---

**AWARD**

---

*(Made by the Board of Directors of EWURA at its 135<sup>th</sup> Ordinary meeting held at  
Dar es Salaam on 27<sup>th</sup> day of December, 2018)*

**1.0 Background Information:**

On 22<sup>nd</sup> October 2018 Mr. Mayundo Salum Mayundo of Mji Mpya, Kamala-Bangwe Area, Kigoma-Ujiji Municipality ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent"). The Complainant is disputing the debt that had been transferred to his account with meter number 24218046704. The Complainant claims that a debt of TZS 107,889.48 had been transferred to his LUKU account with respect to his house located at Kamala Bangwe Area in Kigoma-Ujiji Municipality without prior notice by the Respondent.

The Complainant claims that in March 2018, the Respondent connected him with power supply service through LUKU meter number 24218046704 containing units worth TZS 18,000. The Complainant was instructed not to purchase electricity until he consumes all the units in the meter. The Complainant claims that after he had consumed all the units and when tried

to purchase electricity worth TZS 2,000, he only received 1 unit. When he inquired from the sales vendor he was informed that his account has an outstanding debt. The Complainant states further that he wrote a letter and visited the Respondent's offices to seek clarification on the matter several times but he received unsatisfactorily answers on the debt; and instead he was advised to pay the alleged debt. The Complainant was not satisfied by the Respondent response and he consequently filed this complaint praying for Orders that the Respondent be compelled to:

- a) waive the debt from his account; and
- b) whoever responsible for transferring the debt to his account, legal actions must be taken against the said person.

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, G.N. Number 10/2013.

On 16<sup>th</sup> November, 2018, the Respondent submitted its defense and claims that the Complainant is their customer and they acknowledge receipt of the letter from him complaining on debt transfer to his LUKU account of TZS 107,889.45. The Respondent further claims that the Complainant requested the waiver of the alleged debt from his account so that he can continue enjoying the service normally. Upon receipt of Complainant's letter, the Respondent followed up the matter and discovered that the alleged debt belongs to the Complainant's previous account number 68008335 of his other house located at Mlote Area in Kigoma-Ujiji Municipality. After ascertaining the Complainant's new account, the Respondent shifted the debt in order to recover the revenue loss since both accounts are owned by the same person Mayundo Salum Mayundo. The Respondent claims that the debt is genuine and the Complainant should pay the same immediately.

Mediation meeting involving both parties was conducted on 28<sup>th</sup> November, 2018 in Kigoma-Ujiji Municipality where the matter was settled and parties agreed on the following terms:

- a) that the debt of TZS 107,889.78 was mistakenly transferred to LUKU account number 24218046704 of the premises located at Mji mpya Kamala-Bangwe Area, Kigoma Municipality shall be transferred to LUKU number 22132310149 of the premises located at Mlole Area Block C in Kigoma Municipality also owned by the Complainant;
- b) that the Complainant shall pay the remaining balance on (a) above (TZS 10,875.98) through half deduction of his electricity purchase;
- c) that the Respondent shall serve the Complainant with his correct account statement showing the correct debt owed by account number 22132310149 of the Complainant's premises located at Mlole Area, Block C' in Kigoma-Ujiji Municipality. A copy shall be submitted to the Authority for information before 30<sup>th</sup> November 2018;
- d) that if the Complainant is not satisfied on the agreement on (c) above he is allowed to lodge a new complaint at the Authority; and
- e) the matter is now marked settled.

The agreed point was 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 Dar es Salaam on this 27<sup>th</sup> day of December, 2018.



.....  
**GERMANA QORRO**  
**SECRETARY TO THE BOARD**