

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

COMPLAINT NUMBER: NP.71/135/18

BETWEEN

MICHAEL L. IBRAHIM..... COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY

COMPANY LIMITED..... RESPONDENT

AWARD

*(Made by the Board of Directors of EWURA at its 177th Extraordinary meeting held
in Dar es Salaam on 28th day of March, 2018)*

1.0 Background Information

On 8th January 2018, Mr. Michael L. Ibrahim of P. O. Box 71, Kigoma ("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 disputes an unjustified inflated outstanding bill that has been transferred to his LUKU account with respect to his house located at Kigoma-

Ujiji Municipality. The Complainant claims that the Respondent transferred a debt of TZS 5,624,017.00 to his account while he was paying electricity bills every month and the debt does not reflect his monthly electricity consumption. The Complainant claims further that he wrote a letter and made several personal visits to the Respondent's Regional Office in Kigoma trying to resolve the matter but he was not satisfied with the Respondent's clarifications on the debt. Consequently, the Complainant prayed for orders that the Respondent be ordered to waive the debt and refund the amount they have deducted on the Complainant's electricity purchases.

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 19th January 2018, the Respondent submitted its defense and informed the Authority that the Complainant is their customer who was using postpaid meter number 68005926. The Respondent alleges that unfortunately during the time the Complainant was using postpaid meter, the readings were not done properly causing the accumulated debt that was observed during the exchange of the meter from postpaid to prepaid meter (LUKU). The Respondent stated that the company has a formal procedure of correcting and adjusting their customer's electricity bills based on customer's electricity consumption. Additionally, the Respondent alleges that as per their procedures where a customer meter is faulty or there were any problems on meter readings the bills are recalculated using the previous average of six months electricity consumption of the customer before the meter default or problem.

Mediation meetings involving both parties were conducted on 16th and 17th February 2018 in Kigoma Municipality and the matter was amicably settled;

with the parties agreed that the Complainant shall pay the Respondent TZS 462,975.36 being the outstanding debt for the period of two years 2016 and 2017. It was further agreed that since the Complainant had already paid TZS 917,224.97, therefore the Complainant should be refunded the remaining balance of TZS 454,249.61 by way of electricity token before 15th March, 2018.

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) in Dar es Salaam this 28th day of March, 2018.



.....
NZINYANGWA E. MCHANY

DIRECTOR GENERAL