

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

COMPLAINT NUMBER EWURA/33/4/239

BETWEEN

MPONGULIANA JOE COMPLAINANT

VERSUS

**DAR ES SALAAM WATER
SUPPLY AND SEWERAGE CORPORATION..... RESPONDENT**

AWARD

**(Made by the Board of Directors of EWURA at its 159th Extra-Ordinary
Meeting held at Dar es Salaam on the 21st day of June 2016)**

1.0 Background Information

On 17th March 2016, Mponguliana Joe ("the Complainant") of Oysterbay Area, Kinondoni, Dar es Salaam lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water Supply and Sewerage Corporation (DAWASCO) ("the Respondent") complaining on being issued with unrealistic monthly bills contrary to the actual monthly consumption. The Complainant claims that the Respondent had supplied him with unrealistic bills of TZS 44,000 in November 2015, TZS 171,085.65 in January 2016, TZS 77,000 and TZS 176,819 in March 2016. The Complainant states that he visited the Respondent's Kinondoni Office and Head Office but received poor cooperation. The Complainant states that he requested for monthly bill print outs but he was denied and told that he is a small customer and as a result he lodged the complaint to EWURA. The Complainant prayed that EWURA investigate the matter thoroughly and order the Respondent to refund to the Complainant the extra money paid.

After receipt of the complaint, the Authority ordered the Respondent to submit its reply 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 15th April, 2016, the Respondent presented its reply claiming to have made investigation at the Complainant premises and made the following findings:

- (a) that readings in the Complainant meter matches with the readings in the his account and therefore the Complainant bills were derived out of the actual consumption according of his meter readings;
- (b) that there was a change of pipe which indicates a possible leakage within the Complainant infrastructure;
- (c) that the Complainant had a big garden which if not controlled big amount of water may be consumed; and
- (d) that the Complainant's meter readings on 4th April 2016 was 3175 units therefore when compared with previous readings of 3127 units it indicates the consumption of 48 units. This consumption matches very well with past consumption history.

The mediation meeting involving both parties was conducted on 10th May 2016. The Respondent apologized to the Complainant for failure to provide bills print outs which is the right to all customers whether big or small. At the end the parties agreed on the following:

- (a) that the Complainant should continue searching for possible leakages within the premises and rectify the situation, if any;
- (b) that the Respondent shall replace the existing meter by installing a new meter; and
- (c) that the matter be marked settled.

The above points of agreement 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 attached Settlement Form.

2.0 **Decision**

The parties have reached an agreement and, we, under the provisions of Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10/2013, 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 21st day of June 2016.


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Felix Ngamlagosi
Director General