

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

COMPLAINT NUMBER: QN.71/135/43

MSAFIRI MMASA MSHEWA COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED..... RESPONDENT

AWARD

(Made by the Board of Directors of EWURA at its 135th Ordinary Meeting held at Dar es Salaam on the 27th day of December, 2018)

1.0 Background Information

On 22nd October, 2018, Mr. Msafiri Mmasa Mshewa of Area "C" Makanya Area in Same District, Kilimanjaro Region ("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 alleges that the Respondent has been supplying power with low voltage at his residence for long time and that the Respondent refused to relocate a pole erected inside his premises that supplies power to his neighbours. The Complainant further alleges that the experienced low voltage cannot propel a water pump of 1.0kWh at his 65 meter water-well for even 3 hours a day. The Complainant stated further that the situation got worse in the month of September and October 2018. The Complainant claims that on various occasions he reported the matter to the Respondent's offices in Same District but nothing was done to rectify the situation. Consequently, the Complainant filed this complaint praying that the Respondent be

ordered to improve steady power supply situation in his area and relocate the customers to nearby poles to avoid future hazards.

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 21st November, 2018, the Respondent submitted its defense and informed the Authority that the Complainant is their customer and that they are aware of the low voltage problem facing the residents of Makanya Area. The Respondent claims further that the same problem is also facing its customers in Hedaru Area since 2017 and they have improved the situation by doing phase addition from the transformer. The Respondent stated that they have started solving the problem by repairing obsolete infrastructure in the Complainant's area at the cost amounting to TZS 25,701,716.35. The Respondent claims that procedures for acquiring funds of the project have started in order to ensure its implementation. The Respondent apologized to the Complainant for the inconveniences suffered.

Mediation meeting involving both parties was conducted on 28th November, 2018 at Same District Council Hall where the matter was settled on the following terms:

- (a) that the Respondent shall address the problem of low voltage power problem at the Complainant's area by 10th January 2019;
- (b) that the Respondent shall relocate the pole from the Complainant's premises during implementation of the project to repair low voltage problem at the Complainant's area; and
- (c) each party shall bear its own cost.

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) at Dar es Salaam this 27th day of December, 2018.



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GERMANA QORRO
SECRETARY TO BOARD