

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

COMPLAINT NUMBER: QN.71/474/13

MUSTAFA HASSANALI..... COMPLAINANT

VERSUS

**TANGA WATER SUPPLY AND SANITATION
AUTHORITY (TANGA-UWASA) RESPONDENT**

AWARD

*(Made by the Board of Directors of EWURA at its 178th Extra Ordinary meeting
held in Mwanza on 15th day of October, 2018)*

1.0 Background Information

On 18th April, 2018, Mr. Mustafa Hassanali of P. O. Box 5898, Street No. 3 Ngamiani, Tanga ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Tanga Water Supply and Sanitation Authority ("TANGA-UWASA") ("the Respondent").

The Complainant alleges of unsatisfied responses and services regarding issuance of printed water and sewer consumption bill from the Respondent. The Complainant stated that he made several visits to Respondent premises inquiring explanations as to why he is no longer receiving printed bills however, no satisfactory response was provided. The Complainant further informed that, the last visit to the Respondent's office was on 12th April, 2018. On the other hand, the Complainant claims that he was informed by the Respondent's officer that the system of issuing

water and sewer consumption bills has changed from hard copy to electronic. Thus the Respondent is no longer issuing printed bills instead billing is done through sending text message to customer's mobile numbers whereas the Complainant was not receiving it. The Complainant stated that he made several personal efforts to contact the Respondent's Office to resolve the matter of not receiving bills through text message without success. Consequently, the Complainant prayed for orders that the Respondent ordered to issue printed monthly consumption water and sewer bills bearing TANGA-UWASA logo.

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 of 2013. On 10th May, 2018, the Respondent submitted its defense and informed the Authority that the Complainant is their customer and confirmed that complainant's claims of not getting printed water and sewer bills was a fact. The Respondent informed that the system of printing and circulating printed bills is no longer in use. The Respondent stated that TANGA-UWASA being a Government Institution is obliged to implement Government directives of minimizing risk of theft of handling cash; it has therefore enrolled in Electronic Payment System as per section 44:6(a)(1) and (2) of Part XI: Amendment of Finance Public Act (Cap. 348). The Respondent stated that the Complainant can pay his bills through online banking or mobile phones payments system or cash at registered banks. The Respondent further states that the Electronic Payment System is safer and user friendly to the Complainant. The Respondent insisted that the new Electronic Billing System provides all necessary information including customer name, account number, readings of previous and current usage as well as arrears if any. Additionally, the Respondent explained that the Complainant may opt to pay bills through banks and its agents in order to get hard copy of receipt for his records.

Mediation meeting involving both parties was conducted on 21st May, 2018 in Tanga City and the matter was amicably settled. During the meeting the parties took cognizance of the need for the Respondent to increase awareness of its new Electronic Billing and Payment System including using of Public Address System (Road Show) in order to reach their customers. At the conclusion of the mediation the matter was settled on the following terms:

- (a) that the Respondent shall update the Complainant's information by adding his current mobile number in their database and ensure that he receives monthly water and sewer bills through text messages; and
- (b) that the Respondent shall always comply with its Customer Service Charter.

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 Mwanza this 15th day of October, 2018.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL