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**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/1/256**

**BETWEEN**

**NITWA MUSA MSEMEMBO ..... COMPLAINANT**

**VERSUS**

**TANESCO..... RESPONDENT**

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**AWARD**

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**(Made by the Board of Directors of EWURA at its 124<sup>th</sup> Extra-Ordinary Meeting held at Dar es Salaam on the 8<sup>th</sup> August 2014)**

**1.0 Background Information**

On 21<sup>st</sup> January 2014, Mr. Nitwa Musa Msemembo ("the Complainant") lodged a complaint at EWURA against Tanzania Electric Supply Company Limited, TANESCO ("the Respondent") for having purchased 92.7 units of electricity from the Respondent's office which then failed to be accepted by his LUKU meter. The Complainant claims that he made several visits to the Respondent's Arusha office but no solution was found. The Complainant is seeking compensation for the 92.7 units bought and TZS 2,000,000.00 for loss of business due to time wasted in the course of following up on the matter.

Following receipt of the complaint, the Authority summoned the Respondent to submit a defense to the complaint within twenty one (21) days as required by the Consumer Complaints Settlement Procedures, Rules, GN Number 10/2013. On 12<sup>th</sup> March, 2014, the Respondent informed the Authority that there is a problem with the LUKU token system which is yet to be resolved and that the Complainant was not the only victim. The

Respondent reported that an officer from the Respondent's Arusha office was assigned the task to recover all LUKU tokens including the Complainant's from the Respondent's Headquarters in Dar es Salaam.

A Mediation meeting was scheduled on 24<sup>th</sup> and 25<sup>th</sup> June 2014 was held and parties agreed on the following;

- (a) that the Respondent shall provide the Complainant with 92.7 units LUKU token initially rejected by the Complainant's LUKU meter;
- (b) that the Respondent shall pay the Complainant a total of TZS 200,000.00 being compensation for inconvenience caused and cost of following up the matter. The payment should be effected within two weeks from the date of this settlement; and
- (c) that the matter is closed and each party is satisfied.

The above points of agreement were reduced into writing as required by Rule 13 (4) of the EWURA (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 EWURA (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 8<sup>th</sup> day of August 2014.

  
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**Mr. Felix Ngamlagosi**  
**(Director General)**