

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

**COMPLAINT NUMBER: GA.71/472/174**

**BETWEEN**

**PATRICK MASUMBA..... COMPLAINANT**

**VERSUS**

**DAWASA..... RESPONDENT**

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**AWARD**

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*(Made by the Board of Directors of EWURA at its 87<sup>th</sup> Meeting held in Dar es Salaam on 8<sup>th</sup> December, 2018)*

**1.0 Background Information**

On 5<sup>th</sup> September 2018, Patrick Masumba of P. O. Box 6770 Upanga Dar es salaam ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water Supply and Sanitation Authority (DAWASA) ("the Respondent"). The Complainant with account number 08101124 is complaining for being served high water bill of TZS 3,289,896.25 for the month of August 2017 which is different from the previous bills. The Complainant claims that he requested for clarification from the Respondent on the matter with no response and consequently the Respondent disconnected water supply service to the Complainant.

Upon 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 2<sup>nd</sup> October, 2018, the Respondent wrote to the Authority where they stated that the Complainant is their customer with meter number 33282298. The Respondent further claims that the meter referred above was changed due to depreciation and new meter was installed with number 15-16-D00012236 but an error was made during registration whereby the last digit of the new meter was written 8 instead of 6, which led the Respondent to misinterpret the actual consumption of water by the Complainant.

A mediation meeting involving both parties was conducted on 22<sup>nd</sup> October 2018 at the EWURA Eastern Zone Office in Dar es Salaam and finally the matter was settled and the parties agreed on the following:

- (a) that the actual bill which the Complainant shall pay the Respondent is TZS 2,770,007;
- (b) that the amount mentioned above shall be paid in installments of TZS 100,000 a month plus the current bill of every month; and
- (c) that the Respondent shall restore water service after the Complainant has paid the first installment of TZS 100,000 plus the bill of October 2018. But the Respondent shall not demand the re-connection fee.

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 8<sup>th</sup> day of December, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**

