

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

COMPLAINT NUMBER: QP.71/474/06 (GA.71/472/134)

BETWEEN

**RAJABU IDD HOZA MTANGI ON BEHALF OF
HABILU MLAHAGWA.....COMPLAINANT**

VERSUS

**HANDENI TRUNK MAIN WATER SUPPLY AND
SANITATION AUTHORITY (HTM-WSSA).....RESPONDENT**

AWARD

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of
EWURA at its 82nd meeting held in Dar es Salaam on 26th day of February, 2018)*

1.0 Background Information

On 18th August, 2017, Mr. Rajabu Idi Hoza Mtangi of Kwamatuku Ward, Handeni District (“the Complainant”) on behalf of Mr. Habilu Mlahagwa lodged a

complaint at the Energy and Water Utilities Regulatory Authority (“EWURA”) (“the Authority”) against the Handeni Trunk Main Water Supply and Sanitation Authority (HTM-WSSA) (“the Respondent”) complaining about poor customer service and the quality of water supplied by the Respondent to be precise on having too much chlorine. The Complainant claims that for quite some time the Respondent has been delivering its bills to the Complainant and demand payment on the same day and disconnect water supply services without notice.

The Complainant filed a complaint with the Authority and prayed that the Respondent be ordered to correct the amount of chlorine put in the water supplied, comply with standard payment procedures and improve customer service delivery.

Upon receipt of the complaint, the Authority ordered the Respondent to submit its defense to the complaint within twenty-one [21] days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN 10/2013. On 2nd November, 2017, the Respondent wrote to the Authority and states that the water supplied to its customers is tested every morning in order to establish the amount of calcium hypochlorite in the treatment plant and that monitoring of residual chlorine in the water network is done twice a month. The Respondent argues that it is their policy to disconnect water services to a customer who does not pay water bills within 30 days of delivery of the bill. In addition, the Respondent requested that the Complainant visit their offices whenever faced with a problem associated with water supply so that he can be attended.

Mediation meetings involving both parties were conducted on 10th November 2017 and 13th December, 2017 respectively, at the office of the Ward Executive Officer in Kwamatuku, Handeni. During the meeting the parties took cognizance of the need for the Respondent to improve its service delivery including attending queries from its customers timely and issuance of notices. At the conclusion of the mediation the matter was settled on the following terms:

- (a) that the Respondent shall ensure that the chlorine level and water quality is of the acceptable standard; and
- (b) that the Respondent shall always comply with the 30 days' notice given between bill delivery and payment as per Regulation 52 (1) of Water Supply Regulations, GN. 90 of 2013.

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 26th day of February, 2018.



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NZINYANGWA E. MCHANY

DIRECTOR GENERAL