

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

COMPLAINT NUMBER: EWURA/33/4/270

BETWEEN

REHEMA MMARI COMPLAINANT

AND

MOROGORO WATER SUPPLY

AND SEWERAGE CORPORATION RESPONDENT

AWARD

*(Made by the Legal and Corporate Affairs Committee of the Board of
Directors of EWURA at its 73rd Meeting held at Dar es Salaam on the 2nd
day of March 2017)*

1.0 Background Information

On 18th October 2016, Rehema Mmari of P. O. Box 2185 Morogoro ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Morogoro Water Supply and Sewerage Corporation, (MORUWASA) ("the Respondent") complaining after being charged twice for the same water bill for the month of August 2016. The Complainant claims that the Respondent charged her TZS 47,721.80 for 43.7 units of water consumed for the month of August 2016 of which she paid. The Complainant claims further that the units for the month of August 2016 were included again in the bill for the month of September 2016. The Regulatory Levy for the month of August 2016 was also included in the September bill and therefore charging the Complainant twice. The Complainant claims to have made two visits to the Respondent's office but was directed to one officer after another and she received abusive language from some of the

Authority demanding that the units which were paid for in the month of August 2016 be adjusted accordingly and that the Respondent be ordered to pay her compensation of TZS 500,000.00 for the time wasted and inconveniences caused.

After receipt of the complaint, the Authority ordered the Respondent to submit their defence 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 14th November, 2016, the Respondent wrote to the Authority expressing their surprise by the Complainant's decision to lodge a complaint at the Authority without giving them time to resolve the matter. The Respondent admitted that there had been an error in their system whereby the August 2016 bill had been duplicated in the September 2016 bill. The Respondent stated that the matter has already been resolved and therefore there is no need for the claim for compensation of TZS 500,000.00 by the Complainant. The Respondent stated to have made the adjustments to the Complainant's bill in the month of October 2016.

The mediation meeting involving both parties was conducted on 22nd and 23rd December 2016. During mediation the Complainant expressed concern over the poor service received from the Respondent and the latter apologized for any inconveniences suffered. The Respondent expressed its resolve in strengthening its customer relations unit, establish and conduct public awareness particularly on how an estimated bill is computed in the event that there is no meter reading. At the end the matter was settled and the parties agreed on the following:

- a) that the Respondent shall re-compute the amount payable as the Regulatory Levy for the months of August and September 2016 and any extra amount shall be credited to the Complainant's account; and

- b) that the Complainant shall withdraw her demand of TZS 500,000.00 as compensation from the Respondent.

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 2nd day of March, 2017.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL