

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

COMPLAINT NUMBER: EWURA/33/4/274

BETWEEN

REVEREND BARAKA JOHN..... COMPLAINANT

VERSUS

**MUSOMA WATER SUPPLY AND
SANITATION AUTHORITY..... 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 4th November 2016, Reverend Baraka John of Rwamlimi Musoma ("the Complainant"), lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Musoma Water Supply and Sanitation Authority ("the Respondent") for wrongful disconnection of water services at his house. The Complainant stated that he paid the Respondent the sum of TZS 188,000.00, being the costs for water connection at his house but the receipt for such payment was never issued by the Respondent. In June, 2016 the Complainant's house was connected with water services from the Respondent but the Complainant never received water bills until 20th September, 2016 when he was served with a bill for three months. On the same day the Respondent disconnected the water services at the Complainant's house due to unpaid bills. The following day the Complainant visited the Respondent's office and he was assured that the matter will be attended to. The Complainant further stated

On 13th December, 2016 the parties attended a mediation meeting held at Musoma Municipal hall in Musoma where the matter was settled and parties agreed on the following:

(a) that the compensation for water used against the order shall be paid to the following procedure:

(i)	compensation for consumed water	TZS 16,175.00
(ii)	cost for inspection and auditing	TZS 200,000.00
(iii)	Fee to restore water services	TZS 7,500.00
(iv)	Previous debt (4months bill)	TZS 48,525.00

TOTAL	272,200.00
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(b) that the agreed amount in (a) above (i.e. TZS 272,200.00 shall be paid by the Complainant on or before 30th January, 2017;

(c) that the Complainant agrees to withdraw all his demands as claimed in the Complaint form; and

(d) that water supply services shall be restored to the Complainant's house after the Respondent had received the payment in (a) above (i.e. TZS 272,200.00) from the Complainant.

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

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ORDER

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at its 73rd Meeting held at Dar es Salaam on the 2nd day of March 2017)*

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 2nd day of March, 2017 for Orders that, the Respondent be ordered to:

- (a) restore water services at the Complainant's premises;
- (b) clear the false accusations; and
- (c) issue receipts for all the payments made.

The Board **HEREBY ORDERS:**