

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

COMPLAINT NUMBER EWURA/33/1/73

BETWEEN

RUMISHAELI E. MARIKI COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED RESPONDENT

AWARD

(Made by the Board of Directors of EWURA at its 94th Extra-Ordinary Meeting held at Dar es Salaam on 16th February 2012)

1.0 Background Information

On 1st September 2010, Mr. Rumishaeli E. Mariki ("the Complainant") filed a complaint against Tanzania Electric Supply Company Limited (TANESCO) ("the Respondent"). The Complainant claims that sometimes in July 2010 the Respondent disconnected power from his premises on the basis of the outstanding bill amounting to TZS 500,000.00. The Complainant states that he became the Respondent's customer in December 2000 until December 2003 when his meter was destroyed by lightning and stopped working.

The Complainant claims that he reported the matter to the Respondent's office in Himo, Moshi Rural District where he was told to wait as the meters were out of stock. The Complainant further states that he also reported the

matter to the Respondent's head office in Dar es Salaam. Furthermore, the Complainant states that as a result of not having a meter he was paying a flat rate of TZS 3,750 per month which he believed to be on the higher side. Additionally, the Complainant claims that sometime in July 2010 he went to the Respondent's office to ask for the installation of a LUKU meter, only to be served with an outstanding bill of TZS 500,000.00 and thereafter power was disconnected from his house. When he inquired about that outstanding bill, he was informed that, the bill was a result of the estimation of the power he consumed, which was 30 units per month.

On 6th September 2010, EWURA wrote to the Respondent requesting for a report on the efforts taken with a view to resolving the matter. EWURA also directed the Respondent to restore power at the Complainant's premises pending determination of the complaint. On 20th October 2010 the Complainant wrote to EWURA confirming that power has been restored and prayed that EWURA should take the necessary steps to resolve the matter.

On 5 January 2011 the Respondent wrote to EWURA claiming that the account of the Complainant was carefully reviewed and the correct outstanding bill is TZS 330,599.80 instead of TZS 500,000.00 as earlier claimed. The Respondent further claimed that the TZS 330,599.80 is the Complainant outstanding bill computed from March 2003 to July 2010 at an average consumption of one (1) unit per day. The Respondent also confirmed that the Complainant power has been restored and LUKU meter installed.

Following the above mentioned set of events the parties were invited to attend mediation meeting on 22nd and 23rd November 2011 and agreed that:

- (a) the outstanding bill for the Complainant at the tune of TZS 330,599.80 is justifiable;

- (b) the outstanding bill of TZS 330,599.80 shall be transferred to the Complainant LUKU account and 50% of the proceed of each transaction made when purchasing LUKU token shall go towards servicing the outstanding bill;
- (c) the Complainant shall submit a letter to the Respondent requesting to be shifted from Tariff one to Tariff zero; and
- (d) the matter be closed and each party is satisfied.

The above points of agreement were reduced into writing as required by Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008 and are contained in the attached Settlement Form.

2.0 **Decision**

The parties have reached an agreement and, we, under the provisions of Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008, 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 16th day of February 2012.



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Mr. Haruna Masebu
(Director General)