

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

COMPLAINT NUMBER: EWURA/33/4/258

BETWEEN

SAMWEL JOHN EZEKIEL COMPLAINANT

VERSUS

**DAR ES SALAAM WATER SUPPLY
AND SEWERAGE CORPORATION RESPONDENT**

AWARD

**(Made by the Board's Legal and Corporate Affairs Committee at its 72nd
Meeting held at Dar es Salaam on the 21st November 2016)**

1.0 Background Information

On 22nd September 2016, Alfred Chiyengo on behalf of Samwel J. Ezekiel ("the Complainant") of Kibamba, Dar es Salaam lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water Supply and Sewerage Corporation, (DAWASCO) ("the Respondent") for being supplied with an incorrect bill contrary to the actual consumption. The Complainant claims that after reporting the matter to the Respondent, water supply services were disconnected from his premises. The Complainant requests the Authority to order the Respondent to adjust the bill to reflect his actual consumption, conduct meter testing and re-connect water supply services at his premises.

Following receipt of the complaint, the Authority ordered the Respondent to submit its defence to the complaint within twenty one (21) days as required by the EWURA (Consumer Complaints Settlement Procedures)

Rules, GN No. 10 of 2013. On 26th May, 2016, the Respondent submitted his statement of defence and stated the following:

1. that the Respondent had inspected the complainant's meter and found that it was in good working condition displaying correct readings and no leakage was found at the meter; and
2. that the Complainant has underground reserve tanks which might be leaking and be the source of huge loss of water and thus advised the Complainant to check his underground tanks for any leakages.

The mediation meeting involving both parties was conducted on 30th August 2016 and 13th October 2016. During mediation it was noted that the Respondent tested the meter and according to the meter test report, the meter was accurate. It was further noted that the units consumed during the disputed period according to the meter readings which amounted to TZS 588,405.00 were accurate. The matter was settled and the parties agreed on the following:

- a) that the outstanding bill for the month of July 2016 amounting to TZS 42,116.00 shall be settled within three days from 13th October 2016;
- b) that the outstanding bill for the month of September 2016 amounting to TZS 53,757.00 shall be settled before 31st October 2016; and
- c) that the outstanding bill for the period up to June 2016 amounting to TZS 588,405.00 shall be paid within six months from November 2016.

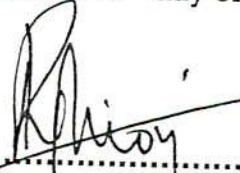
The terms of agreement were reduced into writing as required by Rule 13 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10/2013 and contained in the attached Settlement Form.

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 cost.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 21st day of November 2016.



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FELIX NGAMLGOSI
DIRECTOR GENERAL