

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

**COMPLAINT NUMBER: GA.71/135/203**

**SYLVESTER GAMANYWA REPRESENTED  
BY DICKSON RUBANZIBWA.....COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY  
COMPANY LIMITED..... RESPONDENT**

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**AWARD**

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*(Made by the Legal and Corporate Affairs Committee of the Board of Directors  
of EWURA at its 84<sup>th</sup> meeting held at Dar es Salaam on 25<sup>th</sup> June 2018)*

**1.0 Background Information**

On 3<sup>rd</sup> April 2018, Mr. Sylvester Gamanywa represented by Mr. Dickson Rubanzibwa of P.O. Box 6178 Mbagala Kichemchem Dar es Salaam ("the Complainant"), lodged a complaint at EWURA Eastern Zone Office against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") complaining about:

- 1) the unlawful debt of TZS. 4,381,198.88 credited to his LUKU account without any information; and
- 2) 50% deductions for every purchases of electricity he makes

Upon receipt of the complaint, the Authority ordered the Respondent to submit a defense to the complaint within twenty-one (21) days as required by the EWURA (Consumer Complaints Handling Procedures) Rules, GN

10/2013. The Respondent replied to the Complaint and stated that the exact debt the Complainant is liable to pay is TZS. 3,781,903.04 and not TZS. 4,381,198.88 as previously demanded. The Respondent further stated that the said debt has accumulated from the Complainant's previous conventional meter.

A mediation meeting was held in EWURA Eastern Zone Office in Dar es Salaam on 31<sup>st</sup> May 2018 where the matter was settled on the agreement that the Complainant shall pay the debt of TZS. 3,781,903.04 by way of 50% deduction whenever the Complainant purchases electricity 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 26<sup>th</sup> day of June, 2018.

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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**