

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER EWURA/33/1/215

BETWEEN

TUZA MNYAPALA COMPLAINANT

VERSUS

TANESCO..... RESPONDENT

AWARD

(Made by the Board of Directors of EWURA at its 82nd Ordinary Meeting held at Dar es Salaam on the 24th February 2014)

1.0 Background Information

On 28th August 2013, Mr. Sadiki Aliko on behalf of Tuza Mnyapala of Kigoma ("the Complainant") lodged a complaint at EWURA against Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent") for being supplied with an inflated and unjustified bill amounting to TZS 295,147.51. The Complainant claims that he used to pay the monthly bills at an average of TZS 54,951.24. The Complainant claims further that the Respondent, in a span of seven days after the first disputed bill, issued another bill of TZS 301,753.51 for the month of May 2013. The Complainant states that on the day of

29th May 2013, the Respondent disconnected power at his premises on the ground that the meter seal therein was found to be tampered with.

After receipt of the complaint, the Authority directed the Respondent to submit its defense to the complaint within twenty one days as required by the Energy and Water Utilities Regulatory Authority (Consumer Complaints Handling Procedures), Rules, GN 10/2013. On 15th July, 2013, the Respondent informed the Authority that on 22nd May 2013, the Complainant was supplied with a bill of TZS 295,087.00 which was computed based on the Complainant's consumption according to the meter reading. The Respondent states that the Complainant was requested to pay the bill which he disputed. The Respondent states that the meter verification was done following the Complainant's request and an updated bill of TZS 301,753.51 was prepared and served to the Complainant which he disputed as well. The Respondent states that they had no other option but to disconnect power at the Complainant's premises due to the breach of the contract.

A mediation meeting was held on 17th and 18th December 2013 at Kigoma and parties agreed on the following;

- (a) that the Complainant shall pay the Respondent a total amount of TZS 467,613.73 in installments by deducting 50% of each amount paid during LUKU purchase;
- (b) that the Respondent shall immediately install a LUKU meter at the Complainant's premises without additional payment but the Complainant shall pay for costs associated with the meter connection; and

(c) that the matter is closed and each party is satisfied.

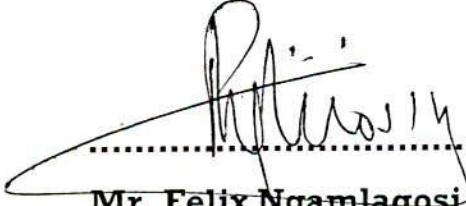
The above points of agreement were reduced into writing as required by Rule 13 (4) of the EWURA (Consumer Complaints Handling Procedure) Rules, GN. No 10/2013 and contained in the attached Settlement Form.

2.0 **Decision**

The parties have reached an agreement and, we, under the provisions of Rule 13 (4) of the EWURA (Consumer Complaints Handling Procedure) Rules, GN. No 10/2013, 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 24th day of February 2014.


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Mr. Felix Ngamlagosi
(Director General)