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**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/1/102**

**BETWEEN**

**VICTOR MJATA t/a PWEZA CLUB ..... COMPLAINANT**

**VERSUS**

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

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**AWARD**

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**(Made by the Board of Directors of EWURA at its 88<sup>th</sup> Extra-Ordinary Meeting held at Dar es Salaam on 19<sup>th</sup> December 2011)**

**1.0 Background Information**

On 25<sup>th</sup> August 2011, Victor Mjata t/a Pweza Club ("the Complainant") lodged a complaint at EWURA against the Tanzania Electric Supply Company Limited - TANESCO ("the Respondent"). The Complainant is complaining about power disconnection arising from the April 2010 bill amounting to TZS 6,105,874.30. The Complainant claims that the bill is exorbitantly high compared with the actual consumption per month.

On the other hand the Respondent claims that the supplementary bill was prepared following an audit report which revealed that the Complainant's meter terminal cover was removed thus giving access to the tapping of unmetered power.

During mediation sessions held on 5<sup>th</sup> and 6<sup>th</sup> October 2011 involving the parties and EWURA, a settlement was reached whereby:

- (a) the Complainant agreed to pay the Respondent the sum of TZS 4,539,391.86. The payment shall be made in not more than six installments for a period not exceeding six months commencing from October 2011;
- (b) the Respondent shall restore power at the Complainant's premises with immediate effect;
- (c) the Respondent shall provide all necessary assistance to the Complainant in order to enable him to get online the necessary information related to the performance of his meter;
- (d) the Respondent shall allow the Complainant to change the account name from previous occupant namely Victor Mjata to the current occupant, Mwambao FM Ltd; and
- (e) power supply agreement between the Complainant and the Respondent shall be amended to include the additional electrical appliances in the Complainant's premises as soon as possible.

The points of agreement above 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 by virtue of Rule 5 (6) of the EWURA (Complaints Handling Procedure) Rules, GN. No 30/2008, the Authority hereby registers the agreement contained in the Settlement Form attached hereto as the Award of the Authority.

Each party shall bear its own costs in pursuing this matter.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 19<sup>th</sup> day of December 2011.



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**Mr. Haruna Masebu**

**(Director General)**