

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

COMPLAINT NUMBER: GA.71/135/192

WAKAZI WA UBUNGO-KIMARA..... COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED..... RESPONDENT

AWARD

*(Made by the Board's Legal and Corporate Affairs Committee at its 84th
meeting held in Dar es Salaam on 25th June, 2018)*

1.0 Background Information

On 2nd March 2018, Wakazi wa Ubungo-Kimara represented by Nyaronyo Mwita Kicheere of P. O. Box 78203 Dar es Salaam ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Tanzania Electric Supply Company Limited (TANESCO) ("the Respondent"). The Complainants prays for an order against the Respondent to compel it to reconnect them to electricity supply services unconditionally. The Complainants states they were lawful customers of the Respondent having paid for their connections to the electric supply lines. That the Respondent disconnected them and removed their lines and meters on the pretext that the Tanzania National Roads Agency (TANROADS) was going to demolish their houses to give way for the expansion of the Ubungo-Chalinze High Way.

The Complainant claims that following disconnection, the road construction project was halted hence these claims for restoration of power

supply service. The Complainants alleges further that they asked the Respondent to restore the service but the Respondent demanded fresh payments for the lines something which the Complainants are disputing hence this complaint. The Complainants are seeking the order from the Authority to compel the Respondent to restore the electric supply service unconditionally.

A mediation meeting was conducted on 20th April 2018 at EWURA Eastern Zone Office in Dar es Salaam, where the matter was settled on the following terms:

- 1.1 that the Respondent shall conduct survey at each of the Complainants premises and determine the labour charge and the cost of any excess material if needed and issue an individual invoice; and
- 1.2 that each of the Complainant shall pay the Respondent according to the invoice issued and the Respondent shall immediately restore power service at the Complainant's premises.

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 26th June, 2018.


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