



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

**COMPLAINT NUMBER: RP.71/474/07**

**EWURA CCC (COMA-RUVUMA).....COMPLAINANT**

**VERSUS**

**SONGEA WATER SUPPLY AND SANITATION AUTHORITY.....RESPONDENT**

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**SETTLEMENT AWARD**

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*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of  
EWURA at its 92<sup>nd</sup> meeting held at Dar es Salaam on the 21<sup>st</sup> day of October 2019)*

**1.0 Background Information:**

On 22<sup>nd</sup> August 2019, the EWURA Consumer Consultative Council Office of Ruvuma Region ("the Complainant"), through her Customer Officer and Management Assistant (COMA), one Ms. Mwasiti Athumani, lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Songea Water Supply and Sanitation Authority (Songea WSSA) ("the Respondent"). The Complainant is complaining against the Respondent's act of issuing water bills without including therein description of unit price for every unit of the consumed water; and thus causing a lot of disturbances to customers who have been paying their bills without knowing the accuracy thereof.

The Complainant claims that on 17<sup>th</sup> April, 2019 she wrote a letter to the Respondent complaining on the matter but was not attended to. After four months of fruitless follow up the Complainant decided to file this complaint to the Authority for orders that the Respondent be ordered to include in the bills issued, the description of unit price for every unit of the consumed water.

Upon receipt of the complaint, the Authority directed the Respondent to submit a written defense to the complaint within twenty-one [21] days as required by Rules 5(1) and 6(1) of the EWURA (Consumer Complaints Handling Procedures) Rules, GN No. 10/2013 respectively.

On 2<sup>nd</sup> September, 2019, the Authority received a written response to the complaint from the Respondent. The Respondent admitted that it has been issuing bills with no price description for every consumed unit of water, due to the nature of the system program that was installed to process the bills. The Respondent further claims that, the programmer has already rectified the said mischief in the system. Therefore, the bills for the period from September 2019 onwards, will incorporate therein, the descriptions of the cost price for every unit consumed by the customers.

A mediation meeting was conducted on 17<sup>th</sup> September, 2019 at the Songea Teachers' SACCOS Hall located at Majengo Area in Songea Municipality. The matter was settled and the parties agreed that, the Complainant shall, for the bills issued from September, 2019, include therein the description of unit price for every unit of the consumed water.

The agreed term was reduced into writing in the Settlement Form and signed by both parties as required by Rule 13(4) of the Energy and Water Utilities

Regulatory Authority (Complaints Handling Procedure) Rules, GN. No 10 of 2013.

**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) at Dar es Salaam on the 21<sup>st</sup> day of October 2019.

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