

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

COMPLAINT NUMBER. NP.71/472/19

**ISSA A. LIYANGA FOR AND ON BEHALF OF
TOWN DIRECTOR "C" ENGINEERS HOUSE.....COMPLAINANT**

VERSUS

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

SETTLEMENT AWARD

*(Made by the Board of Directors of EWURA at its 148th Ordinary meeting held in
Dodoma on 30th day of January 2020*

1.0 Background Information

On 16th September 2019, the Energy and Water Utilities Regulatory Authority ("the Authority") received a complaint from Mr. Issa A. Liyanga for and on behalf of Town Director "C" Engineers House of P.O. Box 111, Mji Mwema Street, Kigoma-Ujiji Municipality ("the Complainant") against the Kigoma Water Supply and Sanitation Authority ("KUWASA") ("the Respondent"). The Complainant is complaining against the alleged disconnection of water supply services and the overcharged bill for water services.

The Complainant claims that in June 2019, the Respondent served him with the bill amounting to TZS 265,000 which he disputed arguing that his bills usually ranges from TZS 15,000 to TZS 40,000 per month. The Complainant

claims further that he reported the matter to the Respondent's office and requested them to adjust the disputed bill to reflect his actual water consumption but he received unsatisfactory responses. Consequently, the Complainant filed this complaint requesting for Orders from the Authority that the Respondent be compelled to adjust the monthly bill for June 2019.

Upon receipt of the complaint, on 17th September 2019, the Authority wrote to the Respondent instructing them to present their defense to the complaint in terms of Rule 5 (1) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, GN No. 10/2013. On 26th November 2019, the Respondent filed its defense and informed the Authority the following:

- a) that it is not true that the Complainant's bills range from TZS 15,000 to TZS 40,000 per month. For example, for the months of June and September 2017, the bills were TZS 60,000 and TZS 62,680.60, respectively and the Complainant settled them;
- b) that it is not true that the water services were disconnected at the Complainant's premises. Moreover, the June 2019 bill is genuine and is according to the Complainant's water consumption for that month; and
- c) that the Complainant agreed to settle the debt in instalments in three consecutive months by paying TZS 100,000 per month.

A mediation meeting involving both parties was conducted on 17th December 2019 at Kigoma-Ujiji Municipality. During mediation, it was noted that the Complainant had paid the Respondent TZS 60,000 out of the outstanding bill of TZS 100,000. At the end of the mediation session, the matter was amicably settled on the agreement that the Complainant shall pay the Respondent the remaining balance of TZS 40,000 by 31st December 2019. Each party should bear its own costs in pursuing this complaint.

The agreed term was 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 Dodoma this 30th day of January, 2020.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL