

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

**COMPLAINT NUMBER: SN.71/472/42**

**JAMES M. URIO..... COMPLAINANT**

**VERSUS**

**MOROGORO WSSA..... RESPONDENT**

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**SETTLEMENT AWARD**

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*(Made by the Board of Directors of EWURA through 95<sup>th</sup> Legal and Corporate Affairs Committee meeting held at Dar es Salaam on 12<sup>th</sup> February 2020)*

**1.0 Background Information**

On 18<sup>th</sup> December 2019, James M. Urrio of Lukobe, Morogoro Municipality ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Morogoro Urban Water Supply and Sanitation Authority of P. O. Box 5476 Morogoro ("the Respondent"). The Complainant is disputing huge and exorbitant bill imposed by the Respondent.

The Complainant claims that in the month of October 2019 was served with a shocking highest bill of TZS 710,019.94 which he has never experienced before. The Complainant states that he has no business, no a garden while the previous months bills were normal and promptly paid.

The Complainant decided to visit the Respondent office for clarification of the October 2019 bill. The Respondent clarified to the Complainant that the huge bill was not one month consumption but an accumulation of previous bills including the October 2019 bill. The Complainant claims further that he visited the Respondent office and showed a customer statement of September 2019 with no outstanding balance. The Complainant states further that the Respondent admitted that their meter reader did not enter the correct readings according to actual meter reading. . On 14<sup>th</sup> December 2019 the Complainant received the letter from the Respondent state that (i) It was not a one month bill but an accumulation of previous months bills because the meter reader was not recording the reading accurately. For example 10 units recorded as 1 unit (ii) the Complainant should visit the Respondent office for the agreement on how to pay the debt of TZS 710,019.94 in installments. (iii) The Complainant should visit the Respondent office and collect meter reading records card as requested. The Complainant was not satisfied with the Respondent response and finally decided to file a formal complaint requesting the Authority to order the Respondent to;

1. To serve him with the correct bill of the month of October 2019;
2. The debt which was made by the Respondent staff to be removed;
3. Provide a meter reading record card from the Respondent.

Upon receipt of the complaint, the Authority ordered the Respondent to submit their defense to the complaint within twenty one (21) days as required by the Energy and Water Utilities Regulatory Authority (Consumer Complaints Handling Procedures), Rules, GN Number 10/2013.

On 14<sup>th</sup> January, 2020, the Respondent wrote to the Authority and state that the TZS 710,019.94 bill served to the Complainant is the accumulation of previous

The agreed terms 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) at Dar es Salaam this 12<sup>th</sup> day of February, 2020.



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