

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

COMPLAINT NUMBER: SN.71/472/33

SAID ISSA AHMED..... COMPLAINANT

VERSUS

DAWASA RESPONDENT

SETTLEMENT AWARD

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

1.0 Background Information

On 7th August 2019, Said Issa Ahmed represented by Ally Nassor of P.O.BOX 6743 Mlandizi, Coast Region ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water Supply and Sewerage Authority of P. O. Box 1573 Dar es Salaam ("the Respondent"). The Complainant is disputing the Respondent's alleged wrongful bill of TZS 1,377,912.60 for the month of May 2019.

The Complainant said that he visited the Respondent's office to ask for clarification on the matter only to be told to pay the stated amount. Hence the Complainant decided to file this complaint requesting the Authority to order the Respondent to adjust the disputed bill.

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 28th August, 2019, the Respondent wrote to the Authority explaining that it is true that the Respondent's bill of May 2019 was high for a number of reasons. The Respondent explained that the Complainant does not stay at the house in question instead his tenants are the ones residing therein. The Respondent further stated that their inspection discovered that there was a leakage of water after the meter which was a probable cause for the high bill. Lastly, the Respondent stated that the Complainant's meter had no fault and that after the leakage was repaired the bill became normal.

A mediation meeting involving both parties was conducted on 2nd October 2019 at Njuweni Hotel Kibaha Municipality in Coast Region. During the mediation meeting it was acknowledged by both parties that the correct bill was TZS 1,168,433.20. The matter was settled and the parties agreed that the Complainant shall pay the bill of TZS 1,168,433.20 by monthly installments of TZS 50,000.00 until the whole debt is paid.

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 21st day of October, 2019.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL