

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

COMPLAINT NUMBER: SN.71/472/43

WAKAZI WA MTA A WA MNYAMANI..... COMPLAINANT

VERSUS

DAWASA..... RESPONDENT

AWARD

*(Made by the Board of Directors of EWURA at its 149th ordinary meeting held in
Dodoma on 27th day of February, 2020)*

1.0 Background Information:

On 24th December 2019, forty two residents known as Wakazi wa Mtaa wa Mnyamani mji mpya Ilala Dar es Salaam ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Dar es Salaam Water and Sewerage Authority of P. O. Box 1573 Dar es Salaam ("the Respondent"). The Complainants are disputing abnormal sewerage bill imposed by the Respondent.

The Complainants claim that the Respondent started charging a monthly sewer of TZS 2,500.00 then increased to TZS 3,500.00 and finally the sewer charge went beyond TZS 18,000.00. The Complainant contacted the sewerage project organization, the Centre for Community Initiative (C.C.I) for the relief. C.C.I communicated with the Respondent and informed that tariff for sewerage service for the individual at that particular area is TZS 7,280 equivalent to the 25 units of clean water estimated for the unmetered

customers. The Complainants claim further that the tariff is still too high and therefore decided to file a complaint requesting the Authority to Order the Respondent reduce the sewerage tariff to a monthly bill of TZS 3,500.00.

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 21st January, 2020, the Respondent wrote to the Authority and states that the Complainants are connected to sewer service only but not connected to the clean water supply and therefore the Respondent compute sewer charge using the flat rate of 25 units of clean water which gives a monthly sewer charge of TZS 7,280 The Respondent states further that after conducting a survey at the Complainant area the lowest monthly household consumption was found to be 15 units. The sewer charge computed out of 15 units of clean water consumption gives a monthly charge of TZS 5,465.75.

Mediation meetings involving both parties were conducted on 14th February 2020 at EWURA Eastern Zone. The matter was settled and the parties agreed that every household of the Complainants shall pay the Respondent a monthly sewer charge of TZS 5,465.75.

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) at Dodoma this 27th day of February, 2020.



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NZINYANGWA E.MCHANY
DIRECTOR GENERAL