

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

COMPLAINT NUMBER. NP.71/472/22

**WAZIRI I.KABAJU FOR AND
ON BEHALF OF FAISAL FADHIL.....COMPLAINANT**

VERSUS

**GEITA 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 28th October 2019, the Energy and Water Utilities Regulatory Authority (“the Authority”) received a complaint from Mr. Waziri I. Kabaju, for and on behalf of Mr. Faisal Fadhil of Compound Street, Mtakuja Ward, Geita Town, Geita Region (“the Complainant”) against the Geita Water Supply and Sanitation Authority (“GEUWASA”) (“the Respondent”). The Complainant is complaining against the alleged illegal disconnection of water supply services at his premises and the overcharged bill for water supply services which do not reflect his actual consumption.

The Complainant claims that on 23rd January 2019, the Respondent served him with the bill of TZS 72,050 for 140 units of which he disputes, since at that time, his meter reading was 127 units. The Complainant further disputes the allegations raised by the Respondent that he has tampered with the meter hence occasioning revenue loss of TZS 500,000 to the Respondent.

The Complainant further states that he visited the Respondent's office several times to follow up on the matter and instead of rectifying the situation, the Respondent disconnected water services at his premises and accused him of water theft. As a result, the Complainant lodged this complaint seeking orders from the Authority that the Respondent be compelled to provide a correctly calculated bill based on the Complainant's actual water consumption and restore water services at his premises.

Upon receipt of the complaint, on 29th October 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 7th November 2019, the Respondent, filed its defense and informed the Authority the following:

- a) Mr. Waziri I. Kabaju is in charge of Mr. Faisal Fadhil's premises, their client with account number 002680 and meter number 2016071023 located at Nyamalembo, Geita Region;
- b) that they disconnected water services at the Complainant's premises since 23rd January 2019 and that since that water connection, the Complainant had paid bills for the months of May and December 2018 only. During the said disconnection, the Complainant had consumed 127 units amounting to TZS 45,902;
- c) that the Complainant illegally connected water services by removing the gate valve placed by the Respondent with the aim of

halting water services flowing to his premises. After the removing the gate valve, the meter read 140 units amounting to debt of TZS 72,051; and

- d) that the Complainant visited their office where he admitted the offence in writing and agreed to pay the fine of TZS 500,000.

A mediation meeting involving both parties was conducted on 13th December 2019 at Zengo Hotel Hall in Geita Town. At the end of the mediation session, the parties agreed on the following terms:

- a) that the Complainant shall pay the Respondent TZS 500,000 in twelve instalments of TZS 41,666.70 starting from 31st January 2020 to 31st January 2021;
- b) that the Complainant shall be reconnected with water supply services after paying the first instalment of TZS 41,666.70 and the previous debt of TZS 54,325 amounting to a total of TZS 95,9991.70; and
- c) each party shall bear its own costs in pursuing this complaint.

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) in Dodoma this 30th day of January, 2020.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL