

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

**COMPLAINT NUMBER: QN.71/135/96**

**CYPRIAN MASSAWE ON BEHALF OF**

**CHRISTOPHER A. SHAYO..... COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED..... RESPONDENT**

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**SETTLEMENT AWARD**

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*(Made by the Board of Directors of EWURA at its 154<sup>th</sup> Ordinary meeting held in  
Dar es Salaam and Dodoma on 28<sup>th</sup> day of July 2020*

**1.0 Background Information:**

On 12<sup>th</sup> June, 2020 Mr. Christopher A. Shayo represented by Mr. Cyprian Massawe of P.O. Box 149, Shanty Town, Moshi Municipality, Kilimanjaro Region ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent"). The Complainant is disputing the Respondent's act of deducting fifty percent (50%) of his LUKU purchases in settlement of an alleged previous unpaid energy bill.

The Complainant alleges that the Respondent has been deducting 50% of each money spent on purchasing electricity tokens since 2017. The Complainant states that he visited the Respondent's office to inquire into the deductions and he was told that the deductions are in respect of the outstanding debt from conventional meter number 00861075. The Complainant acknowledges that the said meter was installed at his premises, however, on 16<sup>th</sup> July 2009, the said meter was replaced by prepaid meter (LUKU) number 01342476304. The Complainant further states that the Respondent conducted an inspection on 8<sup>th</sup> February 2013 where it was revealed that the alleged meter number 00861075 had a debt of TZS 2,433,171.65. The Complainant states that he had paid the full amount on 16<sup>th</sup> February 2013 and the deductions ceased in April 2017. The Complainant further states that from August 2019, the Respondent resumed 50/% deduction of the money spent on purchasing electricity tokens. The Complainant states that after contacting the Respondent's office for clarification, he was notified that the deductions are in settlement of unpaid energy bills amounting to TZS 3,000,000.00. The Complainant state further that the Respondent informed him that the debt was from his previous meter with number 00861075 obtained through the last reading. Consequently, the Complainant lodged a complaint before the Authority praying for orders to compel the Respondent to waive the debt as he has fully paid it and refund the monies deducted.

After 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, G.N. Number 428/2020. On 26<sup>th</sup> June, 2020, the Respondent submitted its defense and informed the Authority that they have taken necessary steps to resolve the complaint. The Respondent acknowledged that the alleged debt of TZS 2,517,206.26 was incorrectly charged into the Complainant's LUKU account number 01342476304. Finally, the Respondent informed that a resolution to waive the debt in the

Complainant's LUKU meter was made on 23<sup>rd</sup> June 2020 and his LUKU meter has been cleared.

A mediation meeting involving both parties was conducted on 29<sup>th</sup> June, 2020 at Uhuru Hotel and Conference Centre in Moshi Municipality, Kilimanjaro Region. At the conclusion of the mediation, the matter was settled on the agreement that the Respondent shall with immediate effect waive fifty percent (50%) deductions in the Complainant's prepaid meter. It was further agreed that the Respondent shall refund the Complainant total amount deducted of TZS 793,000 by way of electricity tokens on or before 15<sup>th</sup> July 2020.

The agreed terms were reduced into writing as required by Rule 14 (4) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, G.N. No. 428/2020 and contained in the Settlement Form.

**2.0 Decision:**

The parties have reached an agreement and, pursuant to Rule 14 (5) of the Energy and Water Utilities Regulatory Authority (Complaints Handling Procedure) Rules, G.N. No. 428 of 2020, the said agreement is registered as an Award of the Authority. Each party shall bear its own costs.

**GIVEN UNDER THE SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 28<sup>th</sup> day of July, 2020.



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**KAPWETE LEAH JOHN**

**SECRETARY TO THE BOARD**