

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

**COMPLAINT NUMBER: QN.71/135/97**

**DANIEL ADRIAN NCHIMBI ..... COMPLAINANT**

**VERSUS**

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

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**SETTLEMENT AWARD**

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*(Made by the Board's Legal and Corporate Affairs Committee through its meeting held at Dar es Salaam and Dodoma on the 14<sup>th</sup> day of August 2020)*

**1.0 Background Information:**

On 17<sup>th</sup> June, 2020 Mr. Daniel Adrian Nchimbi of Sokoni One in Arusha 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 50% from his LUKU purchases in settlement of alleged unpaid previous energy bills not recognized by him.

The Complainant alleges that the Respondent has been deducting fifty percent (50%) of the money spent in purchasing electricity token since January 2017. The Complainant states that he visited Respondent's office to inquire about the deductions where he was told that the deductions are in respect of the debt from use of conventional meter with number 65024322.



The Complainant acknowledges that the said meter was installed at his premises however on 5<sup>th</sup> October 2013 the said meter was replaced by a prepaid meter (LUKU) numbered 22132189451.

The Complainant claims that the 50% deductions on his LUKU purchase transactions commenced in January, 2017 and that upon inquiry he was informed by the Respondent that the alleged meter with number 65024322 had a debt of TZS 2,200,000.00. The Complainant claims that after consultations with the Respondent the deductions ceased in October, 2018 but resumed in January, 2019. 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 him the monies deducted from his LUKU purchases.

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 GN No. 10/2013. On 26<sup>th</sup> June, 2020, the Respondent submitted its defense and informed the Authority that they have taken necessary measures to resolve the complaint. The Respondent stated that the Complainant's debt has been reviewed and the actual debt is TZS 143,427.23 and the rest of the debt amounting to TZS 1,966,678.44 has been waived and removed from the Complainant's prepaid meter account.

Mediation meeting involving both parties was conducted on 24<sup>th</sup> July, 2020 at EWURA Northern Zone offices, in Arusha. At the conclusion of the mediation, the matter was settled on the agreement that:

- a) the Respondent shall with immediate effect stop the fifty percent (50%) deductions on the Complainant's prepaid meter (LUKU) transactions; and


b) the Respondent shall refund the Complainant the total amount deducted of TZS 176,864.03 by way of electricity token by 27<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 14<sup>th</sup> day of August, 2020.

  
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**KAPWETE LEAH JOHN**  
**SECRETARY TO THE BOARD**

