

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

**COMPLAINT NUMBER: QN.71/135/99**

**JOSEPH BERNARD TARIMO .....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 at its meeting  
held at Dar es Salaam and Dodoma on the 28<sup>th</sup> day of September, 2020)*

**1.0 Background Information**

On 14<sup>th</sup> July, 2020 Mr. Joseph Bernard Tarimo of Sido Viwandani, Soweto Ward in Moshi District, Kilimanjaro Region ("the Complainant") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against Tanzania Electric Supply Company Limited, ("TANESCO") ("the Respondent"). The Complainant complains against the fifty percent (50%) deductions on his electricity purchase transactions done by the Respondent since 2<sup>nd</sup> July 2020.

The Complainant states that the Respondent conducted inspection of a meter installed at his commercial premises on 2<sup>nd</sup> July 2020 and thereafter he was informed that his three phase meter had malfunctioned and was not measuring one phase of the power consumed.. The Complainant claims that on 14<sup>th</sup> July 2020 he could not purchase electricity token and he contacted the Respondent whereas he was given a supplementary bill for consuming unbilled energy of 10,380.32kWh worth TZS 3,697,885.20. The Complainant further states that he contacted the Respondent seeking more clarifications



on the matter since according to him the meter was in order and seal was intact but was not satisfied with explanations given. Consequently, the Complainant lodged a complaint praying before the Authority for orders that the Respondent be compelled to waive deductions for the alleged unknown debt.

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 24<sup>th</sup> July, 2020, the Respondent submitted its defense and informed the Authority that the Complainant is their customer with pre-paid meter (LUKU) with serial number 43185524469 and that his meter had malfunctioned at one (1) of the phases. The Respondent stated that during their routine inspection/meter inspection on 2<sup>nd</sup> July 2020 at the Complainant's premises they discovered the anomaly which according to the Complainant's consumption records is established to have started in February 2020. The Respondent further explained that the Complainant's average monthly consumption was 7,803 kWh and that the the unbilled electrical energy consumed for five months was 10,382kWh. The Respondent further stated that the computation was made in accordance with rule 50 of the Electricity (Supply Services) Rules GN. 387/2019 and communicated to the Complainant through a letter with reference number KIL/RM/Meters/13 dated 2<sup>nd</sup> July 2020. Additionally, the Respondent stated that the debt of TZS 3,697,885.20 is justified hence the Complainant is liable to pay so as to continue using their services.

Mediation meeting involving both parties was conducted on 13<sup>th</sup> August 2020 at Uhuru Hostel and Conference Centre, Shanty Town Area, Moshi, Kilimanjaro Region. During the meeting it was noted that the Complainant has already paid TZS 1,732,125.00 as part of the outstanding debt. Parties took cognizance of the need for the Respondent to adhere to the prevailing Rules and Procedures as stipulated in Rule 48(3) and (5) of The Electricity



(Supply Services) Rules, 2019 (G.N. 387) regarding Meter Inspection, and Testing. At the conclusion of the mediation, the matter was settled on the following terms:


- (a) that the Complainant shall pay the Respondent the balance of the supplementary bill of TZS 1,965,760.20 through deductions of fifty percent (50%) on every electricity purchase transaction; and
- (b) that the Respondent shall waive all other demands relating to the defective meter number 43185524469 henceforth.

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 September, 2020.

  
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**GERMANA QORRO**  
**SECRETARY TO THE BOARD**

