

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

**COMPLAINT NUMBER: GA.71/472/CZ/2021/04**

**MARIA ELIA PETER..... COMPLAINANT**

**VERSUS**

**SINGIDA URBAN WATER AND SANITATION AUTHORITY.....RESPONDENT**

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**SETTLEMENT AWARD**

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*(Made by the EWURA Board of Directors through its Circular Resolution No. 22  
of 9<sup>th</sup> November, 2021)*

**1.0 Background Information:**

On 16<sup>th</sup> September 2021, Maria Elia Peter of P. O. Box 236 Unyankhae Ward in Singida Municipality ("the Complainants") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Singida Urban Water and Sanitation Authority, ("SUWASA") ("the Respondent"). The Complainant complains against delayed connection of Water supply services at her residential house and claims for payment of compensation for such delay.

The Complainants states that she filled an application form at the Respondent's office requesting for connection of water supply service at her residential house, and was given a control number for which to effect payment as a cost for connection of the service. The Complainant proceeds that on 12<sup>th</sup> July 2021 she paid TZS 316,920 as the total cost required for connection of the service, and she was told by the Respondent that the service was to be connected within seven days. The Complainant further states that she continued to follow up by visiting the Respondent's office and making phone

calls to the Respondent's officials but her efforts became futile. The Complainant further states that until 13<sup>th</sup> September, 2021 the Respondent had not connected the service thereby prompting her to file this complaint at the Authority praying for orders that the Respondent be compelled to:

- (i) connect the service to the Complainant's house; and
- (ii) pay compensation for delayed connection.

After receipt of the complaint on 20<sup>th</sup> September, 2021, the Authority summoned the Respondent to submit a written defense to the complaint within twenty-one (21) days as required by Rules 6(1) and 7(1) of the Energy and Water Utilities Regulatory Authority (Consumer Complaints Handling Procedures), Rules, G.N. Number 428/2020.

The Respondent filed a written defense which reached the Authority's office on 7<sup>th</sup> October 2021, where the Respondent partly conceded to the claims of the Complainant. The Respondent stated that delay for connection was not an intentional act, but was caused by a technical fault in their Information Communication System where a new program that was installed, mistakenly skipped some names of applicants in the service connection roster including the name of the Complainant.

During mediation meeting on 27<sup>th</sup> October, 2021 at Vocation Education Training Authority (VETA) conference room in Singida Municipality, the Respondent apologized to the Complainant for the delayed connection of the service and informed the Authority that they have already connected the service to the Complainant's house. The Complainant confirmed the fact that the Respondent has already connected the service to her house since 27<sup>th</sup> September 2021. The matter was therefore settled on the agreement that;

*The Respondent shall waive the due bill of water service payable by the Complainant for the month of October and November as compensation for the delayed connection.*

The agreed term was reduced into writing as required by Rule 14 (4) of the EWURA (Complaints Handling Procedure) Rules, G. N. No. 428/2020 and contained in the Settlement Form.

**2.0 Decision:**

The parties have reached an agreement that *the Respondent shall waive the due bill of water service payable by the Complainant for the month of October and November as compensation for the delayed connection.*

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 9<sup>th</sup> day of November, 2021.



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