

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY
(EWURA)

COMPLAINT NUMBER: GA.71/472/CZ/2021/03

MWANAHARUSI SELEMANI NG'ENI..... COMPLAINANT

VERSUS

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

SETTLEMENT AWARD

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

1.0 Background Information:

On 16th September 2021, Mwanaharusi Selemani Ng'eni of P. O. Box 236 Unyankhumi Ward in Singida Municipality ("the Complainants") being represented by Juma Hasan Isengwa 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 delayed connection of Water supply service 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 service at her residential house, and was given a control number for which to effect payment as the cost for connection of the service. The Complaints proceeds that on 11th June 2021 she paid TZS 192,920 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 fourteen days. The Complainant further states that until 13th September 2021, the Respondent had not connected the service to the

office and making phone calls to the Respondent's officials.

The Complainant decided to file a complaint with 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 20th 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 7th October 2021, and in which the Respondent partly conceded to claims of the Complainant. The Respondent states 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.

The first mediation session was conducted on 25th October 2021 and the second session was conducted on 27th October 2021. Parties did not agree on all issues in the first mediation session thus, the matter was referred to the next session.

During the second session on 27th October 2021 the Respondent apologized to the Complainant for the delayed connection of the service, and informed the Authority that the Complainant has already been connected with the service. The Complainant confirmed the fact that the Respondent has already connected the service to her house since 25th September 2021. It was further agreed that;

The Respondent shall waive the due bill of water service payable by the Complainant for the month of October, November and December as a 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, November and December as a 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 9th day of November, 2021.



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KAPWETE LEAH JOHN
SECRETARY TO THE BOAR