

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

**COMPLAINT NUMBER: GA.71/472/CZ/2021/02**

**USWILI S. GYUMI..... 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. 20  
of 3<sup>rd</sup> November, 2021)***

**1.0 Background Information:**

On 6<sup>th</sup> September 2021, Uswili Salum Gyumi of P. O. Box 236 Kindai Ward in Singida Municipality ("the Complainants") lodged a complaint at the Energy and Water Utilities Regulatory Authority ("EWURA") ("the Authority") against the Singida Water Supply and Sanitation Authority, ("SUWASA") ("the Respondent"). The Complainant complains against the Respondent for delayed connection to water supply services at her house and claims for payment of compensation for such delay.

The Complainants states that she applied for connection of water service at the Respondent's office, and was given a control number to effect payment for connection of the service. On 23<sup>rd</sup> July 2021 she paid TZS 234,520 as the total amount 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 until 6<sup>th</sup> September, 2021 the Respondent had not connected the service to the Complainant's house despite continuous follow up by 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 6<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 the written defenses which reached the Authority on 7<sup>th</sup> October 2021, and in which the Respondent partly concedes to the claims by the Complainant and disputes some of the claims. The Respondent disputes that delay for connection was not intentional and declares that, delay for connection of the service was caused by a new program that was installed in their information communication system which mistakenly skipped some names of applicants, including that of the Complainant, in the service connection roster.

Mediation meeting involving both parties was conducted on 22<sup>nd</sup> October, 2021 at Vocation Education Training Authority (VETA) conference room in Singida Region where the Respondent apologized to the Complainant for the delay and informed the Authority that they have already connected the service to the Complainant's house. The Complainant acknowledged that the Respondent connected the service to her house on 17<sup>th</sup> September 2021. The matter was settled on the agreement that;

*The Respondent shall not demand and shall relinquish any billed amount payable by the Complainant for the month of October and November, 2021 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 not demand and shall relinquish any billed amount payable by the Complainant for the month of October and November, 2021 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 3<sup>rd</sup> day of November, 2021.



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**KAPWETE LEAH JOHN**  
**SECRETARY OF THE BOARD**