

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER: EWURA/33/1/406

BETWEEN

MARY MASIGATI..... COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY

COMPANY LIMITED..... RESPONDENT

ORDER

(Made by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA at its 73rd Meeting held at Dar es Salaam on the 2nd day of March 2017)

THIS COMPLAINT is coming for final determination before the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on 2nd March 2017 for the Order that the Respondent waive the debt as it does not belong to her. Following the mediation meeting held on 28th and 29th September 2016, this matter is marked settled with the Orders that:

- (a) the Respondent should waive the outstanding debt of TZS 330,115.46 because the Complainant's consumption trend since obtaining electricity services has been less than 50 units per month therefore the Complainant should be a D1 customer who is not required to pay the service charges; and
- (b) the Respondent should monitor the Complainant's consumption trend up to 16th November, 2016 and upon the Respondent's satisfaction that the Complainant is indeed consuming less than 75kW per month, she should be moved to D1Tariff category.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 2nd day of March 2017.

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FELIX NGAMLAGOSI

DIRECTOR GENERAL