

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

**COMPLAINT NUMBER: EWURA/33/1/437**

**BETWEEN**

**DOMITIAN Z. MAGOMBA ..... COMPLAINANT**

**AND**

**TANZANIA ELECTRIC SUPPLY COMPANY ..... RESPONDENT**

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**ORDER**

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

**THIS COMPLAINT** is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 1<sup>st</sup> day of March, 2017 for Orders that, the Respondent be ordered to:

- (a) pay the Complainant compensation for the overcharged bill from August 2013, the date he was connected with power and not 2<sup>nd</sup> June 2015;
- (b) effect payment in (a) in a form of cash and not in terms of units of power;  
and
- (c) satisfy any other relief as shall be determined by the Authority.

The Board **HEREBY ORDERS:**

- (a) that the Respondent credit the Complainant with 247.1 units of power to cover extra costs incurred by the latter due to the delay in changing the tariff by the former; and
- (b) that each party should bear its own costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 2<sup>nd</sup> day of March, 2017



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**