

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**(EWURA)**

**COMPLAINT NUMBER: EWURA/33/1/441**

**BETWEEN**

**JAMAAT ..... COMPLAINANT**

**AND**

**TANZANIA ELECTRIC SUPPLY**

**COMPANY LIMITED..... 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 before the Legal and Corporate Affairs of the Board of Directors of EWURA on 2<sup>nd</sup> March 2017 for the Orders that the Respondent:

- (a)halt the 50% automatic deduction of the purchase price of electricity every time the Complainant purchases electricity; and
- (b)refund the Complainant all the deducted amount.

Following the mediation meeting held on 13<sup>th</sup> January 2017 at Dar es Salaam, this matter is marked settled with the Orders that:

- a) the supplementary bill of TZS 673,265.44 is hereby waived and the Complainant should be offered a LUKU token having 1572 units equivalent to TZS 673,265.44; and
- b) the Complainant's demand for the costs associated with following up this complaint are hereby withdrawn.

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

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