

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

**COMPLAINT NUMBER: PN.71/135/08 AND OR GA/71/135/257**

**KONGWA WATER SUPPLY AND  
SANITATION AUTHORITY (KONGWA-WSSA).....COMPLAINANT**

**VERSUS**

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

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**ORDER**

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*Made by the Board of Directors of EWURA at its 185<sup>th</sup> Extra Ordinary Meeting  
held at Dar es Salaam on 28<sup>th</sup> day of February, 2019)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 28<sup>th</sup> day of February, 2019 where the Complainant prays for orders compelling the Respondent to provide quality power supply and good customer services to avoid causing electrical faults at the water pumping stations and loss to the Complainant.

The parties having reached a settlement on the matter, the Board **DOES HEREBY ORDERS** and declares that:

- a) the Complainant should install voltage fluctuation protectors at wells No. 104 and No. 161
- b) the complainant should monitor the behavior of cables supplying power to water pumps at water wells numbers 104,161 and 290 for seven days from the date of this settlement and if overheating is

detected, then the relevant cables should be replaced with more suitable ones immediately;

- c) to avoid damage to the pumps, the Complainant should operate the wells only during the period advised by the respondent;
- d) the Respondent should advise the complainant in writing within seven days from the day of this settlement on the safer periods to operate the wells and copy the advice to the Authority;
- e) the Respondent should ensure compliance with the legal requirement of issuing notice to the complainant of all planned maintenance activities as well as any break downs which may take up to one (1) hour to be resolved;
- f) the Respondent should try as much as possible to control the number of outages in the area supplying the Complainant;
- g) the Respondent should employ long term measures to alleviate the problem of low voltage faced by the Complainant; and
- h) as the Complaint is the supplier of an essential service, the Respondent should always priorities attending queries reported by the Complainant

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 28<sup>th</sup> day of February, 2019.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**