

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

**COMPLAINT NUMBER: NP.71/472/15**

**FORTUNATUS J. KATULI FOR AND ON BEHALF OF  
ZABIBU RAMADHANI MRISHO..... COMPLAINANT**

**VERSUS**

**KIGOMA WATER SUPPLY AND SANITATION AUTHORITY... 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 an Order for waiver of disputed monthly water meter rent charges at her premises.

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

- a) the Complainant's claim against the Respondent on refund for the money paid for the purchased water meter is hereby marked withdrawn;
- b) the Respondent should refund the Complainant TZS 3000 being meter rent charges from August 2018 to January 2019;

- c) the Respondent should install a new meter at the Complainant's premises by 6<sup>th</sup> February 2019; and
- d) each party should bear its own costs in pursuing this matter.

**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**