

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

COMPLAINT NUMBER EWURA/33/4/226

BETWEEN

ADRIAN JOHN..... COMPLAINANT

VERSUS

**GOBA WATER USERS ASSOCIATION/
DAR ES SALAAM WATER SUPPLY AND
SEWERAGE CORPORATION..... RESPONDENT**

ORDER

**(Made by the Board of Directors of EWURA at its 106th Ordinary Meeting
held at Dar es Salaam on the 29th April 2016)**

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 29th April, 2016 for the Order that the Respondent remove from the Complainant's account the unjustified outstanding bill amounting to nine hundred and fifty thousand shillings (TZS 950,000.00) for 190 units at a rate of TZS 5000 per unit.

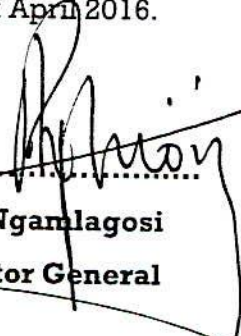
Following mediation meeting held on 20th January 2016, this matter is marked settled with the Orders that:

- (a) water price per unit is reduced from TZS 5,000.00 to TZS 2,500.00;
- (b) the Complainant pays Goba Water Users Association four hundred and twenty five thousand shillings only (TZS 425,000.00) for 190 units of water consumed;
- (c) the Complainant pays the initial installment of one hundred and eighty seven thousand five hundred shillings (TZS 187,500/=) and the

remaining amount within three months from the date of signing of the Deed of Settlement; and

(d) the Respondent immediately restores water services to the Complainant's residence.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 29th day of April 2016.



.....
Felix Ngamugosi
Director General