

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

COMPLAINT NUMBER: QN.71/474/12

**ANNA SHUMA FOR AND ON BEHALF OF
EMMANUEL ASSENGA.....COMPLAINANT**

VERSUS

**ARUSHA URBAN WATER SUPPLY AND
SANITATION AUTHORITY (AUWSSA)RESPONDENT**

ORDER


*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at its 84th meeting held in Dar es Salaam on the 25th June, 2018)*

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 25th June, 2018 for prayers that the Respondent be ordered to re-connect the Complainant to water supply services.

The Board **DOES HEREBY ORDER** that:

- (a) the Complainant should pay TZS 50,000.00 (Fifty Thousand Shillings Only) being charges and penalties for tampering with meter and TZS 14,000.00 (Fourteen Thousand Shillings Only) being reconnection fee.
- (b) the Respondent should accept total payment of TZS 64,000.00 (Sixty-Four Thousand Shillings Only) and restore water supply services to the Complainant.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) at Dar es Salaam this 25th June, 2018.


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KAPWETE JOHN
SECRETARY TO THE BOARD