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**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**COMPLAINT NUMBER EWURA/33/4/178**

**BETWEEN**

**AUDAX RWEYEMAMU KAMUHABWA ..... COMPLAINANT**

**VERSUS**

**DAR ES SALAAM WATER SUPPLY  
AND SEWERAGE CORPORATION ..... RESPONDENT**

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**ORDER**

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**(Made by the Board of Directors of EWURA at its 147<sup>th</sup> Extra-Ordinary  
Meeting held at Dar es Salaam on this 31<sup>st</sup> day of August 2015)**

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 31<sup>st</sup> August, 2015 for the following Orders:

- (a) that the Respondent be ordered to immediately restore water supply at the Complainant's premises;
- (b) that the Respondent pay the Complainant the cost for inconveniences and the cost of purchasing water from alternative sources; and
- (c) that the Respondent be ordered to ensure that the Complainant is supplied with water.

Following the mediation meeting held on 30<sup>th</sup> January 2015, the matter is hereby marked settled as per the following Orders:

- (a) that once the project is completed, the Respondent shall restore water supply at the Complainant's premises and to all affected customers;
- (b) that the Respondent shall always issue public notices on any water supply interruption to allow customers to store enough water;
- (c) that in case of similar project in future the Respondent shall do the needful to look for alternative supply of water to its customers; and
- (d) that the Complainant's claims on refund of cost incurred to purchase water from alternative sources, are dropped.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 31<sup>st</sup> day of August 2015.



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**Felix Ngamlagosi**  
**Director General**