

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

COMPLAINT NUMBER: EWURA/33/1/444

BETWEEN

ABUBAKARI SULEIMAN SAID..... COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY

COMPANY LIMITED..... RESPONDENT

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of
Directors of EWURA at its 73rd Meeting held at Dar es Salaam on the 2nd
day of March 2017)*

THIS COMPLAINT is coming for final determination before Legal and Corporate Affairs of the Board of Directors of EWURA on 2nd March 2017 for the Orders that the Respondent:

- (a) connect electricity services at the Complainant's premises located at Mihama- Kitangiri in Mwanza; and
- (b) compensate the Complainant for delayed connection as per the Respondent's Customer Service Charter.

Following the mediation meeting held on 2nd January, 2017, this matter is marked settled with the Orders that:

- (a) the Respondent should connect electricity services at the Complainant's house not later than 31st January, 2017; and
- (b) the Complainant should withdraw all claims as listed in the complaint form.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 2nd day of March 2017.

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FELIX NGAMILAGOSI
DIRECTOR GENERAL