

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

COMPLAINT NUMBER: GA.71/472/175

AFUA HAJI KALILI.....COMPLAINANT

VERSUS

DAWASARESPONDENT

ORDER

(Made by the Legal and Corporate Affairs of the Board of Directors of EWURA at its 87th Meeting held at Dar es Salaam on the 8th day of December, 2018)

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs of the Board of Directors of EWURA on the 5th day of December 2018 where the Complainant prays for an Order to compel the Respondent to:

- (a) restore the flow meter and water supply service to the former's premises;
and
- (b) cancel the supplementary bill imposed on the Complainant.

The parties having reached a settlement on the matter, the Committee **DOES HEREBY ORDER** and declare that:

- (a) the Complainant should pay to the Respondent TZS 200,000 in full settlement of the outstanding bills;
- (b) the Respondent should restore the service upon payment of the amount in (a) above and without demanding reconnection fee; and

(c) each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 8th day of December, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL

