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

COMPLAINT NUMBER: QN. 71/135/22

BETWEEN

**BRIAN ANDERSON MTUI FOR AND ON
BEHALF OF REHEMA MTUICOMPLAINANT**

AND

**TANZANIA ELECTRIC SUPPLY
COMPANY LIMITED..... RESPONDENT**

ORDER

*(Made by the Board of Directors of EWURA at its 132nd Ordinary Meeting held
at Dodoma on the 22nd day of September, 2018)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 22nd day of September, 2018 where the Complainant prays for an Order compelling the Respondent to cancel the debt amounting to TZS 5,704,901.78 and stop making deductions from his LUKU purchases.

The Board having considered the law, and the evidence adduced at the hearing has reached the decision as set out below.

The Board **DOES HEREBY ORDERS** and declare that:

- (a) the Respondent Company has the right to recover its revenue;

- (b) due to conflicting of Regulation 12(i) of GN. No. 63/2011 with Rule 51 of GN No. 4/2017, the computation of the supplementary bill due to faulty meter should be done under Regulation 12 (i) of GN No. 63/2011;
- (c) as per Regulation 12 (i) of GN No. 63/2011 the computed recovery amount of TZS 5,704,902.00 is hereby reduced by one half to TZS 2,852,451.00;
- (d) each part should bear its own cost.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 22nd day of September, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL