

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

**COMPLAINT NUMBER GA.71/472/160**

**BETWEEN**

**BURHAN K. KISHENYI.....COMPLAINANT**

**AND**

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

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**ORDER**

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*(Made by the Legal and Corporate Affairs Committee of the Board of Directors  
of EWURA at its 84<sup>th</sup> Meeting held at Dar es Salaam on the 25<sup>th</sup> 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 26<sup>th</sup> June, 2018 for prayers that, the Respondent be ordered to review the Complainant's bill for December, 2017 and remove an extra sum of TZS 78,403.90

The Board **DOES HEREBY ORDER** that:

- (i) the Complainant should pay the Respondent an outstanding bill of TZS 408,117.38 in installment of TZS 10,000.00 per month in addition to the monthly bill;
- (ii) the Respondent should immediately restore water supply at the Complainant's premises and without demanding re-connection fee;
- (iii) the Complainant should waive his claims for general damage and costs of the matter.

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



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**KAPWETE JOHN**  
**SECRETARY TO THE BOARD**