

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

COMPLAINT NUMBER: QN.71/474/18

BETWEEN

CARTAS MASSAWE REPRESENTED BY

TEMEGEA KAMANDO.....COMPLAINANT

AND

ARUSHA WATER SUPPLY AND

SANITATION AUTHORITY (AUWSA)..... RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 178th Extra Ordinary Meeting
held at Mwanza on the 15th day of October, 2018*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 15th day of October, 2018 where the Complainant prays for an Order to compel the Respondent to provide quality and reliable water supply services at all time.

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

- (a) that the Respondent should improve its water supply infrastructure to ensure provision of reliable services; and
- (b) that the Respondent should always comply with the requirement to issue 48 hours' notice before service interruption as per AUWSA Client Service Charter item 9 (Table 1) – page 13.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) at Mwanza this 15th day of October, 2018.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL