

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

**COMPLAINT NUMBER: GA.71/135/205**

**BETWEEN**

**CHRISTIAN SILVANUS NCHIMBI .....COMPLAINANT**

**AND**

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

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 133<sup>rd</sup> Ordinary Meeting held at  
Dar es Salaam on the 30<sup>th</sup> day of October, 2018)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 30<sup>th</sup> day of October, 2018 where the Complainant prays for an Order compelling the Respondent to cancel the debt amounting to the sum of TZS 865,656.70 and stop making deductions from his LUKU purchases.

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

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

- (a) the Complainant should pay an equivalent of his highest ever acceptable bill which is TZS 80,000.00 for each month. This means he should pay the total sum of TZS 160,000.00 for both September and October, 2016;
- (b) any payment in excess of what the Complainant ought to have paid should be refunded to him in either cash or token of electricity as the Respondent may deem fit; and
- (c) the complaint is partly allowed and each party should bear its own costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 30<sup>th</sup> day of October, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**