

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

COMPLAINT NUMBER: GA.71/135/207

BETWEEN

CLAUDIA MALINZICOMPLAINANT

AND

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

ORDER

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

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 30th day of October, 2018 where the Complainant prays for an Order compelling the Respondent to cancel the supplementary bill amounting to TZS 1,855,090.72 and refund the monies already paid by the Complainant.

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

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

- (a) due to conflict of Regulation 12(1) of GN. No. 63/2011 with Rule 51 of GN No. 4/2017, the computation of the supplementary bill due to faulty meter should always be done under Regulation 12 (1) of GN No. 63/2011;
- (b) as per Regulation 12 (1) of GN No. 63/2011 the computed recovery amount of TZS 1,855,090.72 is hereby reduced to TZS 302,377.00; and
- (c) since the Complainant has been paying the Respondent by installments of TZS 154,000.00 per month since May, 2018, any monies paid in excess of TZS 302,377.00 should be refunded to the Complainant.
- (d) each party should bear its own cost.

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



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL