

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

**COMPLAINT NUMBER: EWURA/33/4/210**

**BETWEEN**

**CSI CONSTRUCTION 1997 LTD ..... COMPLAINANT**

**VERSUS**

**DAR ES SALAAM WATER SUPPLY AND SEWERAGE  
CORPORATION (DAWASCO).....RESPONDENT**

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**ORDER**

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**(Made by the Board of Directors of EWURA at its 162<sup>nd</sup> Extra-Ordinary Meeting  
held at Dar es Salaam on 18<sup>th</sup> October 2016)**

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on 18<sup>th</sup> October 2016 for the Orders that:

- (a) the Complainant be allowed to continue paying monthly sewerage charges of TZS 108,692.15 per month although it is higher than the resulting bills on using the Respondent's approved tariff of TZS 275 per m<sup>3</sup> on actual monthly consumption; and
- (b) the Respondent be compelled to install meter at the Complainant's water tanks in order to measure the amount of water supplied at their premises at their own costs which shall be used in computing sewerage charges.

The Board **DO HEREBY ORDERS:**

- (a) the Respondent to immediately credit the Complainant's account TZS 227,564, which amount was overpaid by the latter to the former;
- (b) the Respondent shall, with effect from the date of this Order, compute the Complainant's sewer charges based on 311,760 litres per month until such a time they install meters at the Complainant's site; and
- (c) the Respondent pay cost of this complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 18<sup>th</sup> day of October 2016.

  
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**FELIX NGAMLGOSI**  
**DIRECTOR GENERAL**