

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

COMPLAINT NUMBER: EWURA/33/1/465

BETWEEN

CHANDULAL RAMJL..... COMPLAINANT

AND

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

ORDER

*(Made by the Board of Directors of EWURA at its 170th Extra-Ordinary Meeting
held at Dar es Salaam on the 7th June, 2017)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 7th June, 2017 for prayers that, the Respondent be ordered to:

- (a) halt the 50% automatic deduction of the purchase price of electricity every time they purchase electricity; and
- (b) refund the Complainant, all the deducted amount so far made.

The Board does **HEREBY ORDERS** that:

- (a) the Complainant should pay the Respondent the supplementary bill at the tune of TZS 1,140,427.70 instead of TZS 2,855,813.58;

- (b) the Complainant should pay the Respondent TZS 1,140,427.70 minus the amount so far deducted in his account when purchasing LUKU token; and
- (c) the amount to be paid in (b) above should be paid in installments of TZS 100,000 per month from the date when the Respondent submits the outstanding bill to the Complainant.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 7th day of June, 2017.



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EDWIN KIDIFFU

SECRETARY TO THE BOARD