

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

**COMPLAINT NUMBER: EWURA/33/1/442**

**BETWEEN**

**CHICO COMPANY LTD ..... COMPLAINANT**

**AND**

**TANZANIA ELECTRIC SUPPLY**

**COMPANY LIMITED..... RESPONDENT**

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**ORDER**

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*(Made by the Legal and Corporate Affairs Committee of the Board of  
Directors of EWURA at its 73<sup>rd</sup> Meeting held at Dar es Salaam on the 2<sup>nd</sup>  
day of March 2017)*

**THIS COMPLAINT** is coming for final determination before the Legal and Corporate Affairs Committee of the Board of Directors on 2<sup>nd</sup> March 2017 for the Order that the Respondent waive the sum of TZS 169,815,871.12 as charges for loss of energy.

Following the mediation meeting held on 4<sup>th</sup> and 5<sup>th</sup> January 2017, this matter is marked settled with the Orders that:

- (a) the Complainant's official name should be Chico Company Ltd as it appears in the Respondent's records;
- (b) the Respondent's inspection procedure used to inspect the meters at the Complainant's premises should be done in accordance to the law;
- (c) the Respondent should adjust the supplementary bill from TZS 169,815,871.12 to TZS 75,481,293.83;

- (d) the Respondent should waive the interest accrued on the supplementary bill. However, interest should begin to accrue where payment should be delayed for one month;
- (e) the Respondent should inspect the Complainant's meters every year as provided for by the law;
- (f) the Respondent and Complainant should reconcile all the bills in order to ascertain the actual amount to be paid by the Complainant; and
- (g) the Complainant should write a letter to the Respondent stating all issues that need the Respondent's clarification and the Respondent should reply by way of a letter. All letters should be copied to EWURA.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 2<sup>nd</sup> day of March 2017.



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**