

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

COMPLAINT NUMBER: EWURA/33/4/271

BETWEEN

DR. PIUS AENDA..... COMPLAINANT

VERSUS

**MUSOMA WATER SUPPLY AND
SANITATION AUTHORITY.....RESPONDENT**

ORDER

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

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 2nd day of March, 2017 for Orders that the Respondent be ordered to:

- (a) withdraw the bill of TZS (907,500.00) being the charges for unlawful consumption of water;
- (b) pay the Complainant the sum of TZS 5,000,000.00, being the compensation for inconveniences caused by the Respondent; and
- (c) restore water services to the Complainant's house immediately.

The Board **HEREBY ORDERS:**

- (a) that the Respondent should waive the charges of TZS 907,500.00;
- (b) that the Respondent should restore water supply services at the Complainant's house before closure of business on 16th December, 2016; and
- (c) that all demands made by the Complainant in the complaint form are hereby withdrawn.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 2nd day of March, 2017



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FELIX NGAMLGOSI
DIRECTOR GENERAL