

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

COMPLAINT NUMBER: QN.71/474/15

BETWEEN

ELIHURUMA OSCAR MGASECOMPLAINANT

AND

**BABATI URBAN WATER SUPPLY AND
SANITATION AUTHORITYRESPONDENT**

ORDER

*(Made by the Board of Directors of EWURA at its 131st Ordinary Meeting held at
Dodoma on the 30th August, 2018)*

THIS COMPLAINT is coming for final determination before the Board of Directors on 30th August, 2018 for Orders that the Respondent to issue a correct water bill for the month of March, 2018.

The parties having reached a settlement on the matter, the **Board HEREBY ORDERS** that:

- (i) the Complainant should pay the Respondent the entire bill for March, 2018 of TZS 449,871 in six (6) month installments. The first installment of TZS 50,000 to be paid on or before 26th June, 2018; and
- (ii) the Complainant should pay the installments of the disputed bill together with monthly usage bills concurrently.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dodoma this 30th day of August, 2018.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL