

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

**COMPLAINT NUMBER: PN.71/472/04**

**BETWEEN**

**EMILIAN A. MAUKI ..... COMPLAINANT**

**VERSUS**

**DUWASA ..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 128<sup>th</sup> Ordinary Meeting held at  
Dar es Salaam on the 22<sup>nd</sup> day of May, 2018)*

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on 22<sup>nd</sup> May, 2018 for Orders that the Respondent should:

- (d) provide reliable water supply at the Complainant's premises;
- (e) provide monthly bills based on actual water consumption; and
- (f) waive the bill amounting to TZS 104,752.50 .

Following the mediation meeting involving both parties conducted on 9<sup>th</sup> May 2018 at the EWURA office in Dodoma this matter is marked settled with the Orders that:

(a) the Complainant's outstanding bill for the period from August 2017 to March 2018 be TZS 70,278 only instead of TZS 104,752.590; and

(b) the Complainant should pay the Respondent the above stated outstanding amount of TZS 70,278 in installments by August 2018.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 22<sup>nd</sup> day of May, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**