

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

COMPLAINT NUMBER: EWURA/33/1/416

BETWEEN

EMMANUEL FABIAN MANYAMA..... COMPLAINANT

AND

**TANZANIA ELECTRIC SUPPLY
COMPANY LIMITED..... 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) connect the Complainant with the electricity supply services; and
- (b) pay compensation to the Complainant for the delayed electricity connection.

Following the mediation meeting held on 4th October 2016 at the EWURA Zonal Office in Mwanza City the matter was marked settled with an Order that the Respondent should install a new transformer and electrical wires at Kisesa Wita "B"

in Mwanza City, which is the area where the Complainant stays, in order to improve the quality of electricity in that area.

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 NGAMLAGOSI
DIRECTOR GENERAL