

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER: EWURA/33/4/264

BETWEEN

GODWILL G. WANGA COMPLAINANT

AND

**DAR ES SALAAM WATER SUPPLY
AND SEWERAGE CORPORATION..... RESPONDENT**

ORDER

**(Made by the Board's Legal and Corporate Affairs Committee at its 72nd
Meeting held at Dar es Salaam on the 21st November 2016)**

THIS COMPLAINT is coming for final determination before the Board's Legal and Corporate Affairs Committee on 21st November 2016 for the Orders that the Respondent:

- (a) restore water supply services at the Complainant's premises immediately;
- (b) adjust the Complainant's account by removing the unconsumed 453 units; and
- (c) accept payment according to the Complainant's actual consumption.

Following the mediation meeting held on 12th October 2016, the matter is marked settled with the Orders that the Respondent should credit, the Complainant's account with TZS 30,000.00, the amount which was paid by the Complainant as reconnection fee on 20th September 2016. Each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dar es Salaam this 21st day of November 2016.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL