

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

**COMPLAINT NUMBER: EWURA/33/1/435**

**BETWEEN**

**MS GRACE NDUNGURU ..... COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY  
COMPANY LIMITED..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 168<sup>th</sup> Extra Ordinary Meeting  
held at Dar es Salaam on the 10<sup>th</sup> day of March 2017)*

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on 10<sup>th</sup> March 2017 for Orders that the Respondent be compelled to:

- (a) show the analysis and the breakdown of the alleged debt amounting to TZS 651,504.52; and
- (b) give explanation on their failure to take immediate remedial action after the Complainant had reported to them about the malfunctioning of her meter.


The Board **DO HEREBY ORDERS** that:

- (a) the Respondent should recover from the Complainant only TZS 67,949.37 and not TZS 651,504.52 as claimed; and



(b) the Respondent pays the Complainant the costs of this complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) in Dar es Salaam this 10<sup>th</sup> day of March 2017.



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**