

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

COMPLAINT NUMBER GA.71/472/157

BETWEEN

HARID ALLY ABDALLAH.....COMPLAINANT

AND

**MTWARA URBAN WATER SUPPLY AND SANITATION
AUTHORITY (MTUWASA).....RESPONDENT**

ORDER

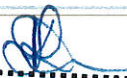
*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at its 84th Meeting held at Dar es Salaam on the 25th June, 2018)*

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 25th June, 2018 for prayers that, the Respondent be ordered to review and adjust the Complainant's bill for November, 2017 which is TZS 147,000.00 to the Complainant's usual bill which does not exceed TZS 15,000.00

The Board **DOES HEREBY ORDER** that:

- (a) the Respondent Should install a new flow meter at the Complainant's premises; and
- (b) the Complainant should pay to the Respondent TZS 147,000.00 in installments for the period of twelve months, starting from April, 2018 up to March, 2019

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 25th June, 2018.


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KAPWETE JOHN
SECRETARY TO THE BOARD