

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

COMPLAINT NUMBER: GA.71/472/160

BETWEEN

HEZRON CHACHA KEHONGO..... COMPLAINANT

AND

DAWASA.....RESPONDENT

ORDER

(Made by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA at its 87th Meeting held at Dar es Salaam on the 8th day of December, 2018)

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 5th day of December, 2018 where the Complainant prays for an Order to compel the Respondent to restore water supply services at the former's premises and replace the faulty meter at the said premises.

The parties having reached a settlement on the matter, the Committee **DOES HEREBY ORDER** and declares that:

- (a) that the Complainant should pay the Respondent TZS150,000.00 in addition to the TZS 500,000.00 he has already paid in full settlement of the outstanding bills;

- (b) that the Respondent should restore water service at the Complainant's premises with immediate effect; and
- (c) each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 8th day of December, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL

