

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

COMPLAINT NUMBER: GA.71/472/172

HOWA HIRO MSEFYA..... COMPLAINANT

VERSUS

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 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 to the former and cancel the outstanding water bill amounting to TZS 709,553.75.

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

- (a) a flow meter connected to the Complainant's premises should be installed in the area that can be easily seen and reached by the Complainant;
- (b) the Complainant should pay the Respondent TZS 300,000.00 in two installments by 30th November 2018 in full settlement of the outstanding bills; and

(c) the Respondent should restore water supply services to the Complainant's premises upon payment of the amount in (b) above and such connection should be made without demanding a re-connection fee.

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

