

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

COMPLAINT NUMBER: EWURA/33/4/220

BETWEEN

IGO MUSSA SHING'OMA COMPLAINANT

AND

**MWANZA URBAN WATER SUPPLY AND
SANITATION AUTHORITY RESPONDENT**

ORDER

**(Made by the Board of Directors of EWURA at its 162nd Extra-Ordinary
Meeting held at Dar es Salaam on the 18th October 2016)**

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 18th October 2016 for the Orders that the Respondent:

- (a) urgently install the new meter at account number 19200;
- (b) restore water supply at the Complainant prepaid Account Number 288765;
- (c) assess account number 19200 to ascertain the correct bill; and
- (d) pay the cost of this complaint.

Following the mediation meeting held on 13th August 2015, this matter is marked settled and the parties agreed that the Complainant owed the Respondent a total amount of TZS 1,302,435.80. Since the Complainant had already paid the Respondent TZS 600,000.00, the former is hereby ordered to pay the remaining balance of TZS 702,435.80 by 30th November 2016. Each party shall bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dar es Salaam this 23rd day of January 2017.



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NZINYANGWA E. MCHANY
ACTING DIRECTOR GENERAL