

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

COMPLAINT NUMBER: EWURA/33/1/411

BETWEEN

JIMMY LUGENDO..... COMPLAINANT

AND

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

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA
at its 73rd Meeting held at Dar es Salaam on the 2nd day of March 2017)*

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 2nd day of March, 2017 for a prayer that, the Respondent be ordered to compensate the Complainant, by crediting to his account the units of power, in order to cover the difference between the actual amount deducted and the units previously paid through the unjustified debit of TZS 131,005.10.00. The difference stood at TZS 93, 830.05.

Following the mediation meeting held at EWURA Head Office on 6th December, 2016, where the Respondent paid the Complainant TZS 93,830.05 in cash, the matter was marked settled with no Orders.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) at Dar es Salaam this 2nd day of March, 2017



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FELIX NGAMLAGOSI
DIRECTOR GENERAL