

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

COMPLAINT NUMBER: EWURA/33/1/377

BETWEEN

KAYENI LAIZER COMPLAINANT

VERSUS

**TANZANIA ELECTRIC SUPPLY
COMPANY (TANESCO)..... RESPONDENT**

ORDER

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

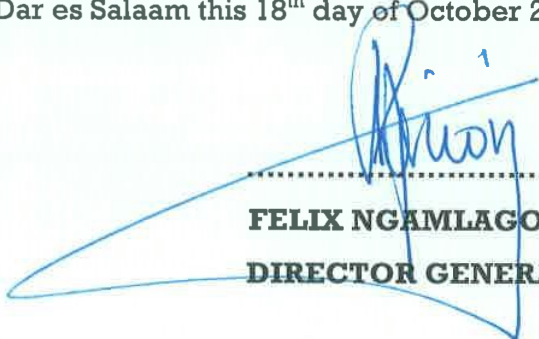
THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on the 18th day of October 2016 for the Orders that:

- (a) the Complainant be refunded TZS 12,057,341.00 being excess amount of money and reconnection fees paid to the Respondent in connection with the allegations of meter tampering and power theft; and
- (b) the Complainant be declared not to have tampered with the meter and involved in power theft.

The Board **DO HEREBY ORDERS** that:

- (a) the Complainant be refunded TZS 12,057,341.00 being excess money and reconnection fees paid to the Respondent in connection with the allegations of meter tampering and power theft; and
- (b) the Respondent pay costs of this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 18th day of October 2016.



.....
FELIX NGAMLAGOSI
DIRECTOR GENERAL