

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

COMPLAINT NUMBER: QN.71/135/26

BETWEEN

LUCAS ARBOGAST FOR AND ON BEHALF OF

RITHA A. KAVISHECOMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY

COMPANY LIMITEDRESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 178th Extra Ordinary Meeting
held at Mwanza on the 15th day of October, 2018*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 15th day of October, 2018 where the Complainant prays for an Order to compel the Respondent to waive the outstanding supplementary bill of TZS 890,905.09 in her postpaid meter and install prepaid meter (LUKU) as requested since 2016.

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

The Respondent having re-computed the supplementary bill in accordance with regulation 12(1) of the Electricity (General) Regulations GN. 63 of 2011 and established that the complainant ought to pay TZS 119,406.88, and since the Complainant has already paid the sum of TZS 110,000.00, therefore the Complainant shall

immediately pay the Respondent the remaining amount of TZS 9,406.88 only.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Mwanza this 15th day of October, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL