

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

COMPLAINT NUMBER: NP.71/135/38

BETWEEN

MANYUNDO SALUM MANYUNDO.....COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

(Made by the Board of Directors of EWURA at its 135th Ordinary Meeting held at Dar es Salaam on the 27th day of December, 2018)

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 27th day of December 2018 where the Complainant prays for an Order to compel the Respondent to remove the debt credited into the former's LUKU meter account.

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

- a) that the debt of TZS 107,889.78 which was mistakenly transferred to LUKU account number 24218046704 of the premises located at Mji mpya Kamala-Bangwe Area in Kigoma-Ujiji Municipality should remain in LUKU account number 22132310149 of premises located at Mlole Area, Block C in Kigoma-Ujiji Municipality also owned by

the Complainant and the said debt should continue to be discharged to its finality;

- b) that the Complainant should pay the remaining balance on (a) above (TZS 10,875.98) through half deduction of his electricity purchase;
- c) that the Respondent shall serve the Complainant with his correct account statement showing the correct debt owed by account number 22132310149 of the Complainant's premises located at Mlole Area, Block C' in Kigoma-Ujiji Municipality. A copy shall be submitted to the Authority for information before 30th November 2018; and
- d) each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 27th day of December, 2018.



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GERMANA QORRO
SECRETARY TO THE BOARD