

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

COMPLAINT NUMBER: NP.71/135/18

BETWEEN

MICHAEL L. IBRAHIM.....COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY CO. LTD.....RESPONDENT

ORDER

(Made by the Board of Directors of EWURA at its 177th Extraordinary meeting held in Dar es Salaam on the 28th March, 2018)

THIS COMPLAINT is coming for final determination before the Board of Directors on 21st March, 2018 for orders that the Respondent to waive the debt and refund the amount deducted on the Complainant's electricity purchases.

Following the mediation meeting involving both parties conducted on 16th and 17th February, 2018 this matter is marked settled with Orders that:

- (a) the Complainant should pay the Respondent TZS 462,975.36 being the outstanding debt for the period of two years 2016 and 2017.
- (b) since the Complainant had already paid TZS 917,224.97, therefore the Complainant should be refunded the remaining balance of TZS 454,249.61 by way of electricity token before 15th March, 2018.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dar es Salaam this 28th day of March, 2018.



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NZINYANGWA E. MCHANY

DIRECTOR GENERAL