

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

COMPLAINT NUMBER EWURA/33/4/239

BETWEEN

MPONGULIANA JOE COMPLAINANT

VERSUS

**DAR ES SALAAM WATER SUPPLY
AND SEWERAGE CORPORATION..... RESPONDENT**

ORDER

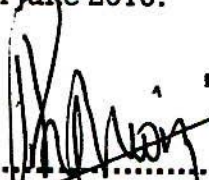
**(Made by the Board of Directors of EWURA at its 159th Extra-Ordinary
Meeting held at Dar es Salaam on this 21st day of June 2016)**

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 21st June 2016 for the Orders that the Respondent be compelled to refund to the Complainant the extra money he paid as a result of being issued with unrealistic bills.

Following the mediation meeting held on 20th May 2016, this matter is marked settled with the Orders that:

- (a) the Complainant should continue searching for possible leakages within the premises and rectify the situation, if any; and
- (b) the Respondent should replace the existing meter at the Complainant's premises with a new meter.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dar es Salaam this 21st day of June 2016.



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Felix Ngamlagosi

Director General