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

**COMPLIANT NUMBER : QN.71/135/20**

**MUSTAFA HASSANALI .....COMPLIANT**

**VERSUS**

**TANZANIA ELECTRICITY SUPPLY**

**COMPANY LIMITED.....RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 127<sup>th</sup> Ordinary Meeting held at  
Dodoma on the 30<sup>th</sup> day of April, 2018)*

**THIS COMPLIANT** is coming for final determination before the Board of Directors on 30<sup>th</sup> April, 2018 for Orders that:

- (a) the Respondent should issue notice and advertise all scheduled power cuts;  
and
- (b) any other remedy the Authority may deem fit to grant.

The **Board HEREBY ORDERS** that the Respondent:

- (a) issue a written apology to the Compliant; and
- (b) must, at all times, comply with Section C of its own Customer Service Charter.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) in Dodoma this 30<sup>th</sup> day of April, 2018.



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**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**