

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

**COMPLAINT NUMBER: PN.71/472/06**

**BETWEEN**

**NIVARD MTEWELE .....COMPLAINANT**

**VERSUS**

**DODOMA URBAN WATER SUPPLY AND  
SANITATION AUTHORITY (DUWASA).....RESPONDENT**

---

**ORDER**

---

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

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 15<sup>th</sup> day of October, 2018 where the Complainant seeks for an order to compel the Respondent to waive water service charges because he currently does not have water supply services.

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

- (a) the Complainant should pay the Respondent the outstanding service charges of TZS 302,017.85 and will continue to pay a monthly service charges so as to maintain his Account; and

(b) the Respondent shall serve the Complainant with a new water meter at his cost when he is ready to restore water services at his site.

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



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