

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

COMPLAINT NUMBER: GA.71/135/232

BETWEEN

NEEMA ISAAC MWAKABONGA.....COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

(Made by the Board of Directors of EWURA at its 133rd Ordinary Meeting held at Dar es Salaam on the 30th day of October, 2018

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 30th day of October, 2018 where the Complainant prays for an Order to compel the Respondent to pay interest for delayed connection to electricity supply services.

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

- (a) the Respondent should pay the Complainant a total of TZS 590,686 only being interest for 0.5 percent on daily basis of the amount of TZS 4,725,488.05 paid as connection fee according to section 3(e) of the Respondent's Client Service Charter; and
- (b) the amount stated in 'a' above should be paid in term of Electricity Units token computed using the current customer category which is T₁; and

- (c) the Respondent should execute the terms in (a) and (b) above within 30 days from the date of the settlement.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 30th day of October, 2018.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL