

**THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

**(EWURA)**

**COMPLAINT NUMBER EWURA/33/1/199**

**BETWEEN**

**MR. PAUL MMBANDO ..... COMPLAINANT**

**VERSUS**

**TANZANIA ELECTRIC SUPPLY COMPANY**

**LIMITED..... RESPONDENT**

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**ORDER**

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**(Made by the Board of Directors of EWURA, at its 96<sup>th</sup> Ordinary Meeting held at Dar es Salaam on the 8<sup>th</sup> day of May 2015)**

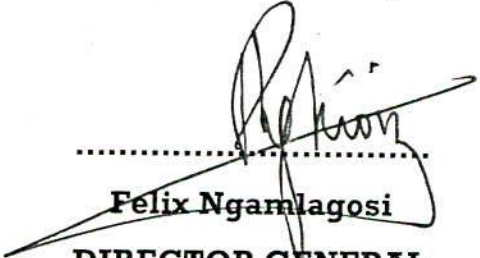
This Complaint is coming for final determination before the Board of Directors of EWURA on 8<sup>th</sup> May 2015 for Orders that:

- (a) the Complainant be paid TZS 4,700,000 being the costs of fuel for generator, making follow ups, refund of the paid disputed bill of TZS 1,277,292.42; and
- (b) the Respondent be compelled to cancel from the Complainant's LUKU meter the disputed bill of TZS 1,277,292.42.

The Board **DO HEREBY ORDERS** that:

- (a) the Complainant be reimbursed TZS 28,765.16 being the extra money he has paid as service charge while he was using LUKU meter; and
- (b) the Respondent pay the costs of this complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this <sup>12<sup>th</sup></sup> 8<sup>th</sup> day of May 2015.

  
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**Felix Ngamlagosi**  
**DIRECTOR GENERAL**