



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

**COMPLAINT NUMBER: NP.71/472/04**

**PHILBERT EMMANUEL ..... COMPLAINANT**

**VERSUS**

**BUKOPA WATER SUPPLY AND  
SANITATION AUTHORITY..... 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 30<sup>th</sup> April 2018)*

**THIS COMPLAINT** is coming for final determination before the Board of Directors of EWURA on this 30<sup>th</sup> day of April 2018 for Orders that the Respondent be ordered to re-calculate the Complainant’s water bill for the month of December 2017 to reflect the Complainant normal water bills.

Following the mediation meetings involving both parties were conducted on 27<sup>th</sup> and 28<sup>th</sup> March 2018, at Lutheran Church Hall in Bukoba Municipality, this matter is marked settled with the Orders that:

- (a) the Complainant should pay the Respondent TZS 296,999.00 being the bill for the period of three consecutive months from September to December 2017; and
- (b) the Complainant should pay the amount in (a) above on or before 27<sup>th</sup> April 2018.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) in Dodoma this 22<sup>nd</sup> day of May 2018.



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**NZINYANGWA MCHANY**  
**DIRECTOR GENERAL**