

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

**COMPLAINT NUMBER: GA.71/472/174**

**BETWEEN**

**PATRICK MASUMBA.....COMPLAINANT**

**AND**

**DAWASA.....RESPONDENT**

---

**ORDER**

---

*(Made by the Legal and Corporate Affairs of the Board of Directors of EWURA at its 87<sup>th</sup> Meeting held at Dar es Salaam on the 8<sup>th</sup> day of December, 2018)*

**THIS COMPLAINT** is coming for final determination by the Legal and Corporate Affairs of the Board of Directors of EWURA on the 8<sup>th</sup> day of December 2018 where the Complainant prays for an Order to compel the Respondent to cancel the outstanding water bill amounting to TZS 3,289,896.25.

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

- (a) the complainant should pay the Respondent TZS 2,770,007 only;
- (b) the amount said above should be paid in installments of TZS 100,000.00 per month plus the current bill of every month;
- (c) the Respondent should restore water service after the Complainant has paid the first installment of TZS 100,000 plus the bill of October

2018. But the Respondent should not demand the re-connection fee;  
and

(d) Each party should bear its own costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority  
(EWURA) at Dar es Salaam this 8<sup>th</sup> day of December, 2018.



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

