

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

**COMPLAINT NUMBER: EWURA/33/4/276**

**BETWEEN**

**PRIVA CLEMENCE MRAMBA ..... COMPLAINANT**

**AND**

**DAR ES SALAAM WATER SUPPLY  
AND SEWERAGE CORPORATION ..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 117<sup>th</sup> Meeting held at Dar es Salaam on the 18<sup>th</sup> day of April, 2017)*

**THIS COMPLAINT** is coming for final determination before the Board of Directors on 18<sup>th</sup> April 2017 for the Orders that the Respondent:

- (a) refund the Complainant extra monies charged to calculate the bills using the new tariff which was approved in December 2015;
- (b) compensate the Complainant for damages suffered;
- (c) pay the Complainant interest accrued on extra monies charged; and
- (d) pay costs of the complaint.

Following the mediation meeting held on 16<sup>th</sup> March 2017 in Dar es Salaam, this matter is marked settled with the Orders that:

- (a) the Respondent should pay the Complainant a sum of TZS 132,790.25 as the difference in price per unit for 232.7 units of water charged using the new tariff instead of the old tariff;

- (b) the agreed amount stated in paragraph (a) above should be credited to the Complainant's account by the end of March 2017; and
- (c) each party should bear its own costs.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 18<sup>th</sup> day of April 2017.



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**FELIX NGAMLAGOSI**  
**DIRECTOR GENERAL**