

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

**COMPLAINT NUMBER: EWURA/33/4/214**

**BETWEEN**

**REVEREND BARAKA JOHN..... COMPLAINANT**

**VERSUS**

**MUSOMA WATER SUPPLY AND  
SANITATION AUTHORITY.....RESPONDENT**

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**ORDER**

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*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA  
at its 73<sup>rd</sup> Meeting held at Dar es Salaam on the 2<sup>nd</sup> day of March 2017)*

**THIS COMPLAINT** is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 2<sup>nd</sup> day of March, 2017 for Orders that, the Respondent be ordered to:

- (a) restore water services at the Complainant's premises;
- (b) clear the false accusations; and
- (c) issue receipts for all the payments made.

The Board **HEREBY ORDERS:**

(a) that the compensation for water used shall be paid to the following procedure:

(i)	compensation for consumed water	TZS 16,175.00
(ii)	cost for inspection and auditing	TZS 200,000.00
(iii)	Fee to restore water services	TZS 7,500.00
(iv)	Previous debt (4months bill)	TZS 48,525.00

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**TOTAL 272,200.00**

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(b) that the amount in (a) above (i.e. TZS 272,200.00 shall be paid by the Complainant on or before 30<sup>th</sup> January, 2017;

(c) that all the demands by the Complainant as claimed in the Complaint form are hereby withdrawn; and

(d) that water supply services should be restored to the Complainant's house after the Respondent had received the payment in (a) above (i.e. TZS 272,200.00) from the Complainant.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 2<sup>nd</sup> day of March, 2017

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**FELIX NGAMLGOSI**  
**DIRECTOR GENERAL**