

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

COMPLAINT NUMBER. NP.71/135/22

BETWEEN

SAIDIA WAZEE KARAGWE (SAWAKA).....COMPLAINANT

VERSUS

**TANZANIA ELECTRIC SUPPLY
COMPANY LIMITED.....RESPONDENT**

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of
EWURA at its 85th meeting held in Dar es Salaam on 23rd day of July, 2018)*

THIS COMPLAINT is coming for final determination before the Legal and Corporate Affairs Committee on 23rd July, 2018 for the following Orders that the Respondent:

- a) Restores power immediately.
- b) Withdraw the debt of TZS 10,080,720.38 as revenue loss;
- c) Compensates the Complainant TZS 200,000,000 for inconveniences caused by power disconnection.

Following the mediation meeting involving both parties conducted on 10th July 2018 at the ELCT Hall in Karagwe District, the complaint is marked settled with the Orders that:

- a) the Complainant's claim for compensation of TZS 200,000,000 is hereby withdrawn;
- b) the Complainant should pay the Respondent TZS 10,080,720.38 in full settlement of the Complaint in twelve installments from 31st July 2018 to 30th June 2019. The monthly installments should be TZS 840,060.05;
- c) the Respondent should reconnect the Complainant with power immediately after the latter has paid the first installment as required in (b) above;
- d) that in the event of a default in payment of monthly installments for two consecutive months, the whole outstanding amount shall become due and the Respondent shall be entitled to disconnect power from the Complainant's premises; and
- e) each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 21st day of August, 2018.



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KAPWETE JOHN
SECRETARY TO THE BOARD