

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

**COMPLAINT NUMBER: QN.71/135/44**

**BETWEEN**

**SAME URBAN WATER SUPPLY AND  
SANITATION AUTHORITY (SAUWASA).....COMPLAINANT**

**AND**

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

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 135<sup>th</sup> Ordinary Meeting held at  
Dar es Salaam on the 27<sup>th</sup> day of December, 2018)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 27<sup>th</sup> day of December 2018 where the Complainant prays for an Order to compel the Respondent to restore the Complainant to tariff category T2 and refund of 2,089.1 units of electricity.

The parties having reached a settlement on the matter, the Board **DOES HEREBY ORDERS** and declares that:

- (a) the Complainant should pay TZS 4,500,000 every 1<sup>st</sup> day of a month for 24 months in full settlement of the outstanding debt; the Respondent should transfer the Complainant back to customer tariff category T2 once the debt is fully paid. Meanwhile the Complainant should remain in customer tariff category T1;

- (b) that, the Respondent shall conclude the investigations within 14 days from the date of the settlement and refund the Complainant the un-consumed units and
- (c) each party should bear its own cost

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 27<sup>th</sup> day of December, 2018.

  
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**GERMANA QORRO**  
**SECRETARY TO THE BOARD**