



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

COMPLAINT NUMBER: QP.71/474/08

SAMMY SAIMON MOLLEL..... COMPLAINANT

VERSUS

**ARUSHA URBAN WATER SUPPLY AND
SANITATION AUTHORITY..... RESPONDENT**

ORDER

*(Made by the Board of Directors of EWURA at its 127th Ordinary Meeting held at
Dar es Salaam on 30th April 2018)*

THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on this 30th day of April 2018 for Orders that the Respondent be ordered to:

- (a) reconnect water services to the Complainant premises;
- (b) compensate the Complainant the cost suffered for the whole period his premises remained without water services; and
- (c) pay the Complainant for the disturbances encountered.

Following the mediation meeting involving both parties that was conducted on 19th March, 2017 at EWURA Northern Zone Office in Arusha City, this matter is marked settled with the Order that the Respondent shall accept payment of TZS 200,000.00 from the Complainant and restore water services to the premises.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dar es Salaam this 30th day of April 2018.



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NZINYANGWA MCHANY
DIRECTOR GENERAL