

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

(EWURA)

COMPLAINT NUMBER: EWURA/33/4/258

BETWEEN

SAMWEL JOHN EZEKIEL COMPLAINANT

AND

DAR ES SALAAM WATER SUPPLY

AND SEWERAGE CORPORATION..... RESPONDENT

ORDER

**(Made by the Board's Legal and Corporate Affairs Committee at its 72nd
Meeting held at Dar es Salaam on the 21st November 2016)**

THIS COMPLAINT is coming for final determination before the Board's Legal and Corporate Affairs Committee on 21st November 2016 for the Orders that the Respondent:

- (a) adjust the Complainant's bill to reflect his actual consumption;
- (b) conduct meter testing; and
- (c) re-connect water supply services at the Complainant's premises.

Following the mediation meeting held on 30th August 2016 and 13th October 2016, the matter is marked settled with the Orders that the Complainant pays the Respondent:

- (a) within three days from 13th September 2016, TZS 42,116.00, being the outstanding bill for the month of July 2016;
- (b) before 31st October 2016, TZS 53,757.00, being the outstanding bill for the month of September 2016; and

(c) within six months from November 2016, TZS 588,405.00 being the outstanding bill as of 30th June 2016.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 21st day of November 2016.



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FELIX NGAMILAGOSI
DIRECTOR GENERAL