

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

COMPLAINT NUMBER: EWURA/33/4/268

BETWEEN

SIMON COLLERY REPRESENTING

WATOTO KICHEKO ORPHANAGE CENTRE..... COMPLAINANT

AND

ARUSHA URBAN WATER SUPPLY

AND SANITATION AUTHORITYRESPONDENT

ORDER

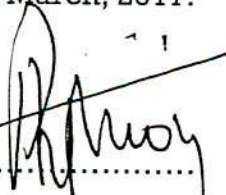
*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA
at its 73rd Meeting held at Dar es Salaam on the 2nd day of March 2017)*

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

- (a) cancel the bill amounting to TZS 1,000,000.00 and investigate the matter;
and
- (b) immediately restore water supply services at the Complainant's premises with a new meter.

Following mediation meeting held in Arusha City on 16th November 2016 the matter was marked settled with an Order that the Complainant's average consumption of three months (i.e. from 18th October, 2016 to 17th February 2017) should be used to establish the correct bill to be paid by the Complainant from the date they entered the premises.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dar es Salaam this 2nd day of March, 2017.



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FELIX NGAMLAGOSI
DIRECTOR GENERAL