

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

COMPLAINT NUMBER: EWURA/33/1/464

BETWEEN

SIMON RICHARD REPRESENTED BY

MS LILIAN NTAWIMENYA.....COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 170th Extra-Ordinary Meeting
held at Dar es Salaam on the 7th day of June 2017)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 7th day of June 2017 for prayers that, the Respondent be ordered to:

- (a) halt the 50% automatic deduction of the purchase price of electricity every time the Complainant purchases electricity; and
- (b) refund the Complainant, all the deducted amount he has made so far

The Board does **HEREBY ORDERS** that:

- (a) the Complainant should pay the outstanding debt amounting to TZS 78,278.65 to its full satisfaction; and
- (b) Each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 7th day of June 2017.



EDWIN KIDIFFU

SECRETARY TO THE BOARD