

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

COMPLAINT NUMBER: GA.71/135/131

BETWEEN

**TANGANYIKA INSTANT COFFEE
COMPANY LIMITED COMPLAINANT**

AND

**TANZANIA ELECTRIC SUPPLY
COMPANY LIMITED RESPONDENT**

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors of
EWURA at its 77th Meeting held at Dar es Salaam on the 23rd day of August 2017)*

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 23rd August, 2017 for prayers that, the Respondent be ordered to refund the Complainant the sum of TZS 22,235,812.00 being the charges for purchase and installation of a new transformer of 315 KVA.

The Authority **DOES HEREBY ORDERS** that:

- (a) the Respondent should refund the Complainant the sum of TZS 17,431,197.60 being charges for purchasing a transformer, exclusive of VAT;

- (b) the refund in (a) above should be by way of crediting to the Complainant's account for the period of eighteen months (18) starting from the bill of August 2017; and
- (c) the installation costs of TZS 6,414,258.00 shall not be refunded by the Respondent.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 23rd August, 2017.

A handwritten signature in blue ink, appearing to read 'Edwin Kidiffu', is written over a horizontal dotted line.

EDWIN KIDIFFU
SECRETARY TO THE BOARD