

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

COMPLAINT NUMBER: EWURA/33/1/390

MS TINY EVELYNCOMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED..... RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 170th Extra-Ordinary Board
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) waive the supplementary bill amounting to TZS 4,000, 000.00; and
- (b) restore electricity supply services to the Complainant's premises.

The Board does **HEREBY ORDERS** that:

- (a) the Complainant should pay the supplementary bill for the period of six months only plus interest at the rate of 12% per annum from 1st July 2015 to the date of full payment;
- (b) the Respondent should restore electricity supply services to the Complainant's premises once the supplementary bill in (a) is settled; and
- (c) 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