

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

COMPLAINT NUMBER: EWURA/33/1/443 OR GA. 71/135/76

BETWEEN

USHIRIKA KILIMO CHA UMWAGILIAJI MPUNGA DAKAWA....COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 122nd Meeting held at Dar es
Salaam on the 15th day of September, 2017)*

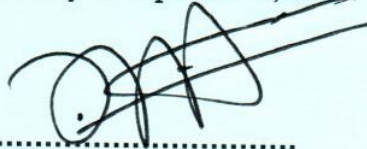
THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 15th day of September, 2017 for prayers that, the supplementary bill of TZS 291,162,921.86 raised against the Complainant by the Respondent be declared unjustified.

The Board **DOES HEREBY ORDERS** that;

- (a) the Complainant pays the Respondent the sum of TZS 54,283,755.11 instead of TZS 291,162,921.86 as the supplementary bill resulting from a meter malfunction which was detected on 16th May, 2016. This payment is in compliance with rule 51(2) (b) of the Electricity (Supply) Rules GN. 4 of 2017;

- (b) according to technical operation guidelines and for security reasons the infrastructure installed at and serving the Complainant not to be switched off completely during off season. The Complainant should continue to be charged an equivalent of 75% of his monthly consumption during the cultivation season;
- (c) the Respondent should improve her customer relations including advising the Complainant on the best measures to reduce electricity consumption, thus save money and energy; and
- (d) each party should bear its own costs.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 15th day of September, 2017.



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ENG. GODWIN SAMWEL
DIRECTOR GENERAL