

THE ENERGY AND WATER UTILITIES REGULATORY AUTHORITY

COMPLAINT NUMBER EWURA/33/4/234

BETWEEN

VARLET HOTEL..... COMPLAINANT

VERSUS

**DAR ES SALAAM WATER SUPPLY AND
SEWERAGE CORPORATION..... RESPONDENT**

ORDER

**(Made by the Board of Directors of EWURA at its 106th Ordinary Meeting held
at Dar es Salaam on the 29th April 2016)**

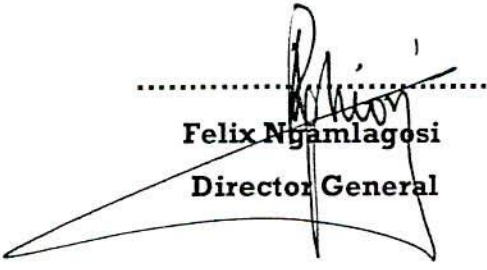
THIS COMPLAINT is coming for final determination before the Board of Directors of EWURA on 29th April 2016 for the Orders that the Respondent:

- (a) restore sewer services at the Complainant's premises; and
- (b) re-compute sewer charges based on the EWURA Tariff Order No. 15-017.

Following mediation meeting held on 1st April 2016, this matter is marked settled with the Orders that the Respondent:

- (a) restores sewer services to the Complainant's premises;
- (b) re-computes sewer charges based on the amount of units of clean water consumed, as provided in the EWURA Tariff Order No. 15-017;
- (c) issue bills using authentic hard copy documents for proper office processing in addition to mobile phone messages; and
- (d) pays the Complainant the cost of this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) in Dar es Salaam this 29th day of April 2016.



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Felix Njamlagosi
Director General