

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

**COMPLAINT NUMBER: EWURA 71/135/16**

**BETWEEN**

**VIOLET E. KISANGA FOR AND ON**

**BEHALF OF DANIEL MOLLEL .....COMPLAINANT**

**AND**

**TANZANIA ELECTRIC SUPPLY**

**COMPANY LIMITED..... RESPONDENT**

---

**ORDER**

---

*(Made by the Board of Directors of EWURA at its 133<sup>rd</sup> Ordinary Meeting held at Dar es Salaam on the 30<sup>th</sup> day of October, 2018)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 30<sup>th</sup> day of October, 2018 where the Complainant prays for an Order compelling the Respondent to remove the debt amounting to the sum of TZS 7,931,221.14 from the Complainant's prepaid meter account.

The Board having considered the oral testimonies, the law and the evidence adduced at the hearing has reached the decision as set out below.

The Board **DOES HEREBY ORDER** and declare that:

- (a) The complaint is hereby allowed and it is declared that the Complainant is not liable to pay the debt in question, and the Respondent had no justification to credit the same on the Complainant's account;

(b) The respondent should refund the Complainant all the monies deducted from electricity purchases for LUKU meter no. 24218220606 from 24<sup>th</sup> October, 2017 to 24<sup>th</sup> August, 2018. The Complainant is also entitled to costs of the Complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 30<sup>th</sup> day of October, 2018.



.....  
**NZINYANGWA E. MCHANY**  
**DIRECTOR GENERAL**