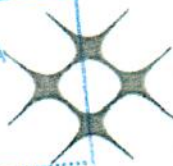


**RECEIVED**  
LAKE ZONE - MZA  
14 JAN 2018  
SIGN: [Signature]  
ENERGY AND WATER UTILITIES  
REGULATORY AUTHORITY (EWURA)



**ewura**

Energy and Water Utilities Regulatory Authority  
ISO 9001:2015 Certified

4<sup>TH</sup> Floor, LAPF House Makole Road  
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Tel: +255-26 23 29002-3; Fax: +255-26 2329005  
Email: info@ewura.go.tz Website: http://www.ewura.go.tz

**IN THE MATTER OF CHECKING COMPLIANCE WITH EWURA TARIFF ORDER NO. 11-014 BY SENGEREMA WATER SUPPLY AND SANITATION AUTHORITY**

**(COMPLIANCE ORDER NO: 02-12-2018)**  
**REFERENCE NO: EA.115/476/065/21**

(Made under section 39 of the EWURA Act, Cap. 414)

**PRELIMINARIES**

EWURA has noted with concern that for the month of October and November 2018 Sengerema Water Supply and Sanitation Authority (Sengerema WSSA) charged its customers water tariffs that have not been approved by EWURA, as shown in the annex attached hereto contrary to EWURA Tariff Order Number 11-014.

Furthermore, this is the second time Sengerema WSSA has violated EWURA Tariff Order Number 11-014 as it was previously found charging its customer for the month of October 2017 water tariffs that were not approved by EWURA, contrary to EWURA Tariff Order Number 11-014.

Charging tariffs for water services contrary to the approved tariff by EWURA contravenes section 17 of the Energy and Water Utilities Regulatory Authority Act, Cap 414, section 30(c) of the Water Supply and Sanitation Act, Cap 272 and Rule 17 (a) of the Energy and Water Utilities Regulatory Authority (Tariff Application and Rate Setting) Rules, GN No. 452 of 2017, for charging rates for water services contrary to the approved tariff and is punishable under the law.

**ORDER**

**THEREFORE**, and based on the foregoing, EWURA has considered the matter in accordance with the applicable laws and has decided that **Sengerema Water Supply and Sanitation Authority** be and is **HEREBY ORDERED** to;

- (a) immediately stop charging unapproved tariff and re-adjust the tariffs for metered and unmetered customers to reflect those tariffs approved by EWURA through **Tariff Order No. 11-014**; and
- (b) explain in writing within seven (7) days from the date of receipt of this Order why severe punishment should not be taken against Sengerema WSSA or its agent for using unlawful and unapproved tariff contrary to section 17 of the Energy and Water Utilities Regulatory Authority Act, Cap 414, section 30(c) of the Water Supply and Sanitation Act, Cap 272 and Rule 17 (a) of the Energy and Water Utilities Regulatory Authority (Tariff Application and Rate Setting) Rules, GN No. 452 of 2017.

**GIVEN** under seal of the Energy and Water Utilities Regulatory Authority this 28<sup>th</sup> day of December, 2018.

Yours sincerely,

**ENERGY AND WATER UTILITIES REGULATORY AUTHORITY**

  
 Nzinyangwa E. Mchany  
**ACTING DIRECTOR GENERAL**

Order served upon, and received by

SENGEREMA WSSA this 07 day of JANUARY 2018.

Name DENIS MUTINJA

Signature 

Designation CUSTOMER CARE OFFICER

(Official Stamp)  
 K.n.y MANAGING DIRECTOR  
 SENGEREMA URBAN WATER SUPPLY  
 &  
 SANITATION AUTHORITY - (SEUWASA)  
 P.O. BOX -346 SENGEREMA

**This Order is issued in duplicate. Sign both copies and retain your copy while the other copy is to be returned to the Authority to authenticate due service of the Order.**