

(11)

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

COMPLAINT NUMBER: SN.71/472/32

BETWEEN

AGNES HAMISI NAMTAPIKA..... COMPLAINANT

AND

MAKONDE WSSA.....RESPONDENT

ORDER

*(Made by the Legal and Corporate Affairs Committee of the Board of Directors
of EWURA at its 92nd meeting held at Dar es Salaam on the 21st day of October
2019)*

THIS COMPLAINT is coming for final determination by the Legal and Corporate Affairs Committee of the Board of Directors of EWURA on the 21st day of October, 2019 whereby the Complainant prays for Orders to compel the Respondent to provide reliable water supply services and review outstanding bills.

The parties having reached a settlement on the matter, the Committee **DOES HEREBY ORDERS** and declares that, the Complainant's outstanding bill of TZS 36,680.00 be and is hereby adjusted by deducting TZS 31,480.00 and thus the Complainant should pay the Respondent TZS 5,200.00 only, and each party should bear its own costs of the complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) at Dar es Salaam this 21st day of October, 2019.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL