

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

COMPLAINT NUMBER: SN.71/472/25

FELISI MAHOOS..... COMPLAINANT

VERSUS

**CHALINZE WATER SUPPLY AND
SANITATION AUTHORITYRESPONDENT**

ORDER

*(Made by the Board of Directors of EWURA at its 149th Ordinary Meeting held at
Dodoma on the 27th day of February 2020)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 30th day of January 2020 where the Complainant is complaining against the alleged unjustified disconnection of water supply services and unlawful demand of TZS 2,500,000.00 by the Respondent being the penalty for the alleged water theft at his farm at Kiangaiiko Street in Msata Area, Chalinze District in Coast Region.

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

The Board **DOES HEREBY ORDERS** that:

- (a) the re-calculated supplementary bill that the Complainant ought to have paid is TZS 213,289.00;
- (b) the Respondent should immediately restore water supply services to the Complainant's premises;
- (c) the Respondent should change the Complainant's customer category based on the nature of use of water and therefore bill him accordingly;
- (d) the Respondent should refund the Complainant TZS 486,711 as the balance for the already paid TZS 700,000; and
- (e) each party should bear its own costs in pursuing this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 27th day of February, 2020.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL

