

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

COMPLAINT NUMBER: SN.71/472/36

BETWEEN

GWALUGWA JOHN NONI..... COMPLAINANT

AND

MORUWASA RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA at its 146th Ordinary Meeting held at
Dodoma on the 26th day of November 2019)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 26th day November 2019 where the Complainant prays for Orders to compel the Respondent to waive the disputed outstanding water charges amounting to TZS 550,869.45 and provide reliable water supply services to the Complainant.

The parties having reached a settlement on the matter, the Board **DOES HEREBY ORDERS** and declares that:

- (a) the Complainant should pay the Respondent the adjusted amount of TZS 145,774.75, being the outstanding bills, in ten monthly installments commencing from December, 2019;
- (b) the Respondent should adhere to the rationing timetable in supplying water to all customers including the Complainant; and

(c) each party should bear its own cost of the Complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority
(EWURA) at Dodoma this 26th day of November, 2019.



.....
NZINYANGWA E. MCHANY
DIRECTOR GENERAL