

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

**COMPLAINT NUMBER: SN.71/472/42**

**JAMES M. URIO..... COMPLAINANT**

**VERSUS**

**MORUWASA ..... RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA through 95<sup>th</sup> Legal and Corporate  
Affairs Committee meeting held at Dar es Salaam on 12<sup>th</sup> February 2020)*

**THIS COMPLAINT** is coming for final determination by the *Legal and Corporate Affairs Committee* of the Board of Directors of EWURA on the 12<sup>th</sup> day of February 2020 whereby the Complainant prays for Orders to compel the Respondent to provide correct bills.

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

- a) the outstanding bill of TZS 710,019.94 payable to the Respondent is hereby reduced to TZS 355,009.50;
- b) the Complainant should pay the Respondent TZS 355,009.5 by 30<sup>th</sup> June 2020;

- c) the Complainant should visit the Respondent office and collect meter reading records card; and
- d) each party should bear its own costs in pursuing this complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dar es Salaam this 12<sup>th</sup> day of February 2020.



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