

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

**COMPLAINT NUMBER GA.71/472/124**

**BETWEEN**

**RAFFIA BAGS LIMITED.....COMPLAINANT**

**AND**

**DAR ES SALAAM WATER AND SEWERAGE AUTHORITY.....RESPONDENT**

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 143<sup>rd</sup> Ordinary Meeting held at  
Dodoma on the 23<sup>rd</sup> day of August 2019)*

**THIS COMPLAINT** is coming for final determination before the Board of Directors on 23<sup>rd</sup> day of August 2019 for Orders that:

- (a) the Respondent's meter reading methodology be declared incorrect
- (b) respondent be ordered to restore water supply services,
- (c) the Respondent's bill be declared unlawful,
- (d) the Respondent be ordered to pay compensation for loss of business and damages, and
- (e) any other remedy the Authority may deem fit.

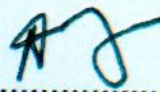
The Board having considered the oral testimonies, the law and the evidence adduced at the hearing has reached the decision as set out below.



The Board **DOES HEREBY ORDERS** and declares that the complaint be and is hereby partly allowed. It is further ordered and declared that;

- (a) the Respondent's meter reading methodology which includes a multiplier by ten factor is correct,
- (b) the Respondent should compute the Complainant's supplementary bill based on a maximum period of three months counted backward from the date the error in the billing was discovered; and
- (c) each party should bear its own cost of pursuing the complaint;

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 23<sup>rd</sup> day of August 2019.



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

