



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

COMPLAINT NUMBER: GA.71/472/189/VOL.I

SADAH HUSEN NZOWA.....COMPLAINANT

VERSUS

**MBEYA URBAN WATER SUPPLY AND
SANITATION AUTHORITY.....RESPONDENT**

ORDER

*(Made by the Board of Directors of EWURA at its 144th Ordinary Meeting held at
Arusha on the 28th day of September 2019)*

THIS COMPLAINT is coming for final determination before the Board of Directors on the 28th day of September 2019 for prayers that the Authority:

- (a) orders the Respondent to pay her the specific damages of TZS 52,000,000 being the costs incurred for the supply of water by water tankers and costs for drilling a borehole and constructing a well for alternative water service in the premises;
- (b) orders the Respondent to pay her general damages of TZS 100,000,000 or as shall be assessed by the Authority;
- (c) orders the Respondent to pay her the costs of this complaint; and
- (d) issues any relief that it may deem just and equitable to be issued.

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 Respondent should:

- (a) pay the Complainant TZS 2,455,000 as general damages for the suffering they caused to the latter for failure or refusal to reconnect her premises located at Plot No. 1720, Block "M", New Forest Area in Mbeya City with water supply services;
- (b) reconnect the Complainant's premises located at Plot No. 1720, Block "M", New Forest Area in Mbeya City with water supply service with immediate effects; and
- (c) pay the Complainant the costs of this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 28th day of September, 2019.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL