

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

COMPLAINT NUMBER: NP.71/472/20

SOSPETER BARNABAS NICHOLAUS.....COMPLAINANT

VERSUS

**KIGOMA WATER SUPPLY AND
SANITATION AUTHORITY.....RESPONDENT**

ORDER

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

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 27th day of February, 2020 whereby the Complainant is complaining against the undue delay by the Respondent in connecting water services at his premises.

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

- a) the Respondent should pay the Complainant TZS 35,000 as compensation for the delayed water services; and
- b) the amount in (a) above should be credited into the Complainant's account in settling the Complainant's upcoming bills.

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