

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

COMPLAINT NUMBER. NP.71/472/22

**WAZIRI I.KABAJU FOR AND
ON BEHALF OF FAISAL FADHIL.....COMPLAINANT**

VERSUS

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

ORDER

*(Made by the Board of Directors of EWURA at its 148th Ordinary Meeting held in
Dodoma on the 30th January, 2020*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 30th day of January 2020 whereby the Complainant prays for Orders to compel the Respondent to provide a correctly calculated bill based on the Complainant's actual water consumption and restore water services at his premises.

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

- a) the Complainant shall pay the Respondent TZS 500,000 in twelve instalments of TZS 41,666.70 starting from 31st January 2020 to 31st January 2021;
- b) the Complainant shall be reconnected with water supply services after paying the first instalment of TZS 41,666.70 and the previous debt of TZS 54,325 amounting to a total of TZS 95,9991.70; and
- c) each party shall bear its own costs in pursuing this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 30th day of January 2020.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL