

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

**COMPLAINT NUMBER: NP.71/135/62**



**BETWEEN**

**ALEX KITAGENDA HAGAMY.....COMPLAINANT**

**AND**

**TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT**

**ORDER**

*(Made by the Board of Directors of EWURA through Circular Resolution  
number 82 of 5<sup>th</sup> day of September 2019)*

**THIS COMPLAINT** is coming for final determination by the Board of Directors of EWURA on the 5<sup>th</sup> day of September 2019 whereby the Complainant prays for Orders to compel the Respondent to pay for compensation for the damage done to part of the roof of his house after being hit by an electricity pole on 20<sup>th</sup> January 2019.

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

- (a) install a new electricity pole with a stay wire/ gay pole for the electricity pole located near the Complainant's premises;
- (b) return the iron sheets which were taken from the Complainant's premises;

- (c) pay the Complainant TZS 90,000 for the remaining repairs of the roof at the Complainant's premises;
- (d) implement the agreed terms in (a) to (c) above on or before 26<sup>th</sup> September 2019; and
- (e) each party should bear its own cost of the complaint.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 5<sup>th</sup> day of September 2019.

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