

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

**COMPLAINT NUMBER: GA. 71/135/110**

**BETWEEN**

**ANGEL KASSIM MWINUKA.....COMPLAINANT**

**AND**

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

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**ORDER**

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*(Made by the Board of Directors of EWURA at its 146<sup>th</sup> Ordinary Meeting held at Dodoma on the 26<sup>th</sup> day of November, 2019)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 26<sup>th</sup> day of November, 2019 where the Complainant prays for an Order compelling the Respondent to cancel the debt supplementary bill of TZS 1,101, 282.35 and restore power supply services at the Complainant's premises.

The Board having considered the oral testimonies and the evidence adduced at the hearing partly allows the complaint as set out below.

The Board **DOES HEREBY ORDERS** and declares that:

- (a) the supplementary bill issued by the Respondent did not comply with Regulation 7(1) (d) of the Electricity (General) Regulations, G.N No. 63/2011 in relation to the computation period;

- (b) the supplementary bill of TZS 1,101, 282.35 is hereby reduced to TZS 525,151.96 in line with (a) above;
- (c) if by the time of delivery of this Order the Respondent has implemented the interim order of the Authority issued on 9<sup>th</sup> October, 2019 which obliges the Respondent to restore the service to the Complainant, subject to payment of cost of new meter and reconnection fee, the cost relating to a new meter and reconnection fee should therefore be deducted from the payable total charges in (b) above; and
- (d) each part should bear its own cost.

**GIVEN UNDER SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 26<sup>th</sup> day of November, 2019.



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

