



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

COMPLAINT NUMBER: RP/71/135/22

JOHA ABASI TAMBULU..... COMPLAINANT

VERSUS

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

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

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 30th day of January 2020 where the Complainant is claiming for reimbursement of part of the costs she incurred for construction of an electricity supply line which has been tapped by other customers of the Respondent.

The Board having considered the oral testimonies and the evidence adduced at the hearing has reached the decision as set out below.

The Board **DOES HEREBY ORDERS** that the Respondent should:

- (a) reimburse the Complainant TZS 880,013.59 being the costs she incurred in construction of the service line to connect power to the latter's house located at Ruhuwiko "C" Area, Songea Municipality;
- (b) calculate and establish the amount to be paid by each of the two customers who are currently connected to the service line constructed by the Complainant and that to be paid by two other potential customers for the same line in settlement of the amount mentioned in (a) above;
- (c) pay the Complainant the amount mentioned in (a) above as per the calculations done in (b) above. As for the two potential customers, the amount to be paid shall be due, when the same are connected and have paid for such connection and the said connection is made within four years from the date the line was commissioned; and
- (d) pay the costs of the complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) in Dodoma this 27th day of February, 2020.

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NZINYANGWA E. MCHANY
DIRECTOR GENERAL