

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

COMPLAINT NUMBER: SN.71/135/47

BETWEEN

JAMAL S. MASIMIKE..... COMPLAINANT

AND

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED..... RESPONDENT

ORDER

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

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 5th day of September 2019 whereby the Complainant prays for Orders to compel the Respondent to waive the debt of TZS 1,213,383 imposed into his LUKU account without any information from the Respondent.

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

- (a) the Complainant should pay the debt for twelve months only according to Regulation 12 of the Electricity (General) Regulations, 2011 (GN 63) which states that the maximum period of revenue recovery shall be twelve (12) months counted backward from when the fault was discovered;
- (b) the Respondent should refund the Complainant the sum of TZS 94,559.36 as excess payment made in respect of the debt;

- (c) that the refund will be in the form of electricity units; and
- (d) 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 5th day of September 2019.



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NZINYANGWA E. MCHANY
DIRECTOR GENERAL