

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

**COMPLAINT NUMBER: GA.71/135/238**

**BETWEEN**

**RAPHAEL MIRUKA.....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 before the Board of Directors on 26<sup>th</sup> day of November, 2019 whereby the Complainant prays for Orders to compel the Respondent to cancel the supplementary bill of TZS 2,666,915.00 and refund him the monies deducted on LUKU purchase transaction in respect of the alleged unlawful debt.

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

The Board **DOES HEREBY ORDERS** and declares that the complaint is partly allowed and that:

- (a) the supplementary bill of TZS 2,666,915.00 be and is hereby reduced to TZS 1,485,851.00 based on the Complainant's consumption history;
- (b) based on the adjustment made in (a) above, the Respondent should adjust the Complainant's supplementary bill taking into account the amount already paid; and
- (c) each party should bear its own cost of pursuing the complaint;

**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**

