

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

COMPLAINT NUMBER: RP.71/135/13

ZEBEDAYO KENAN NGALA.....COMPLAINANT

BETWEEN

TANZANIA ELECTRIC SUPPLY COMPANY LIMITED.....RESPONDENT

ORDER

*(Made by the Board of Directors of EWURA through its Circular Resolution
No.74 of 11th day of June, 2019)*

THIS COMPLAINT is coming for final determination by the Board of Directors of EWURA on the 11th day of June, 2019 where the Complainant prays for Orders to compel the Respondent to:

- (a) stop charging supplementary bill and expunge the debt;
- (b) refund the deducted amount;
- (c) pay compensation for disturbance caused;
- (d) pay defamatory compensation of TZS 25,000,000; and
- (e) credit units that were current when the meter was changed.

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

- (a) the Respondent should, on or before 1st June, 2019, credit the Complainant with 1263.6 units equivalent to the total sum of TZS 450,000 that were unlawfully deducted from October 2018 to May 2019;

- (b) the Respondent should, on or before 1st June, 2019, credit the Complainant with 120 units that were unused when the meter was changed;
- (c) the Respondent should stop deductions of the remaining debt from the Complainant's transactions immediately; and
- (d) each party should bear its own costs in pursuing this complaint.

GIVEN UNDER SEAL of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 11th day of June, 2019.



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KAPWETE JOHN
SECRETARY TO THE BOARD