

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

**COMPLAINT NUMBER: QN.71/474/54**

**BETWEEN**

**GRACE SENZOTA FOR AND ON ..... COMPLAINANT  
BEHALF OF ABASI MSOFE**

**AND**

**ARUSHA URBAN WATER SUPPLY AND  
SANITATION AUTHORITY (AUWSA) .....RESPONDENT**

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**ORDER**

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*(Made by the EWURA Board of Directors through its Circular Resolution No.13  
of 26<sup>th</sup> June, 2020)*

**THIS COMPLAINT** is coming for final determination by the EWURA Board of Directors on the 26<sup>th</sup> day of June, 2020 whereby the Complainant prays for Orders to compel the Respondent to review the water usage bill of TZS 973,264.05 for the month and provide correct bills which reflects her actual monthly water consumption.

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

- (a) the Complainant's total outstanding debt is TZS 266,816.12;
- (b) the Complainant should pay the outstanding debt in (a) above in two (2) installments starting end of June 2020, concurrently with her monthly consumption bills; and
- (c) the Respondent should restore water service to the Complainant upon receipt of payment of the first instalment of TZS 133,408.06 and payment of reconnection fees of TZS 15,000.00.

**GIVEN UNDER THE SEAL** of the Energy and Water Utilities Regulatory Authority (EWURA) at Dodoma this 26<sup>th</sup> day of June, 2020.

  
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**KAPWETE LEAH JOHN**  
**SECRETARY TO THE BOARD**

